HiPath 1100

HiPath 1120
HiPath 1150
HiPath 1190

On a system telephone
Profiset 3030
E822/E821 ST

User Manual

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Introduction

The HiPath 1100 family consists of the following systems:HiPath 1120, HiPath 1150 and HiPath 1190. The features and operation of these systems are very similar. Their differences stem from their capability regarding the number of extensions, external lines and optional modules available.

The following documentation package was developed to describe the characteristics for these systems:

- User Manual:
  This manual describes step by step how to operate and use the features provided by each system.
- Programming Manual:
  The Configuration Manual briefly describes the installation of HiPath 1120, HiPath 1150 and HiPath 1190 systems as well as the programming codes for the entire family of systems. It highlights the specific characteristics of each system.
- System Telephones Instruction Manual:
  It is included with the telephone package and describes how to setup and use the telephone sets.
- Quick Reference Guide Analog and System Telephones:
  This guide provides summarized information on how to use the different codes for the features of each system.
- Attendant Console Quick Reference Guide:
  This guide provides summarized information on how to use a system telephone as an Attendant Console.
- Service Manual.
  This manual contains information regarding Siemens distributors and Service Centers where you can purchase products and obtain technical support for your Communications System.
- Warranty Certificate:
  This Certificate defines the terms and conditions of the warranty provided by Siemens.

About This User Manual

This manual describes the operation and implementation of the HiPath 1100 system features with Profiset 3030, E822 ST and E821 ST system telephones. It also describes all feature codes and functions provided by your system. Some functions may not be available with your system. The reasons for this are the following:

- The function is not configured for your type of line and/or system. Ask your System Administrator for further information.
- Your communications platform does not support the feature. Ask about upgrade capabilities for your system.

Important Notes

Do not install the system or telephone sets where there may be a risk of explosion.

To ensure optimal performance and operation use only original accessories manufactured by Siemens.

Never open the system or dismantle any of the telephones. If you have any problems, ask for assistance from your System Administrator.

Care of the equipment
Avoid putting the system and telephones in contact with coloring liquids or other damaging fluids such as tea, coffee, fruit juices or soft drinks.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

Trademarks

This equipment conforms to the EU Directive 1999/5/EG, as attested by the CE mark.

This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures the lowest consumption of raw materials and energy as well as the lowest production of industrial waste.

For compliance with EU directives, do not discard any batteries, electrical or electronic equipment marked with this symbol in common household garbage. Discard this type of waste at a local recycling or waste disposal facility.

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Step by step

How to use this Manual

The steps for programming the system are presented sequentially in graphic format under the column "Step by Step" on the left side of each page.

Meaning of symbols:

Press the Flash/Fil key.

Lift the handset.

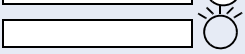
Replace the handset.

Initiate conversation.

Enter numbers, keys, passwords, internal or external phone numbers, etc.

Press the programmable key with the LED turned off.

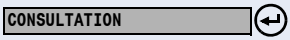
Press the programmable key with the LED turned on.



Press the programmable key with the blinking LED.

Wait to hear an audible tone through the handset or speaker.

An extension is calling.



The function available at the moment is displayed.
To activate the displayed function, press the key.

Browse all functions available.
Press the navigation keys ▲ ▼,
until the desired function shows on the display.
Then press the key to confirm your selection.

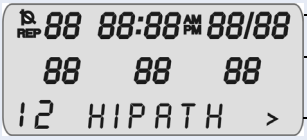
When activating certain functions and procedures, a long beeping tone means the activation was successful.

When activating certain functions and procedures, short beeping tones mean the activation failed.

Step by step

Display Indications

Profiset 3030



The first line displays Time and Date.

The second line displays the number of the called extension, for example, and system messages.

The third line displays the extension number and system messages pertaining to feature selection options. When a ">" or "<" symbol appears next to the line, it means there are additional selection options. To scroll through the available options use the navigation keys. To select an option press the Enter key.
When a "▲" or "▼" symbol appears next to the line, it means there are additional lines to be displayed. Select the "Menu" key to access the next line or the previous line.

E822 ST

The first line displays time, date, day of the week, number of the extension called, and number of system messages.

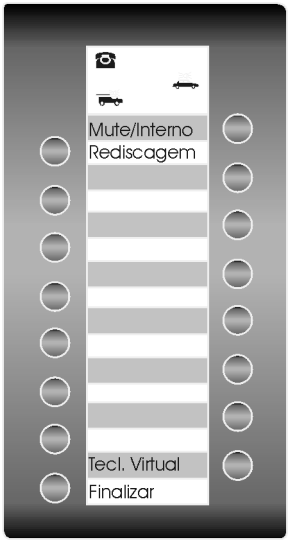
The second line displays the extension number and system messages pertaining to feature selection options.

When a ">" symbol appears on the right, there are additional selection options. To scroll through the available options use the navigation keys. To select an option press the Enter key.

Configuring the Keys

Programmable keys are available on two key banks on the "Virtual Keypad". The default key configuration for bank 0 is shown below. On bank 1, only the Virtual Keypad key is configured by default. All other keys are available and can be programmed.

Step by step



Notes:

The **Mute/Internal** key will function as **Internal** when Automatic Seizure of an External Line is activated. In all other cases it functions as **Mute**. On the E821 and E822 System Telephone the **Mute** function cannot be assigned to a programmable key.

On E 821 System Telephones the **Redial** key functions as a **Consultation**.

Accessing a Feature

... Using a Code

HiPath 1100 features can be **activated by entering the appropriate codes** directly on the telephone. For example, in the case of the Do Not Disturb feature:

*** 9 7** Enter the code for activating Do Not Disturb.

 # 9 7 Enter the code for deactivating Do Not Disturb.

Feature activation codes always start with the ***** character key. Deactivation codes always start with the **#** key.

Step by step

... Directly

Certain features **can be selected directly**, for instance:

FWD ON ?

Select ▲ ▼ and confirm by pressing ↵.

Certain features may be selected **directly during a call, under certain conditions**. For example, a call to a busy extension:

CALLBACK?

Confirm the selection by pressing ↵.

or

CONSULT?

Select ▲ ▼ and confirm by pressing ↵.

... Using the Service Menu

To make these selections you must first press the Feature key and choose an option, for example "#0= CALL FWF?."

Select the Feature key to enter the Service Menu.

#0=RESET SRVC?

Select ▲ ▼ and confirm by pressing ↵.

IIn the Service Menu, under "MORE FEATURES ?" there are additional optis available. For example, "*11=FWD, "*11=. ON ?". These options are also available when the phone is in Sleep Mode or during calls, but without the code.

Select the Feature key to enter the Service Menu.

MORE FEATURES ?

Select ▲ ▼ and confirm by pressing ↵.

*11=FWD ON ?

Select ▲ ▼ and confirm by pressing ↵.

... Using a Programmable Key

When a key has been programmed for a certain feature, simply press the key to activate the feature. For example:

CONFERENCE

Press the "CONFERENCE" key to activate this feature.

"Feature Codes" → page 106.

Step by step

System Support Technician

The Support Technician is the person responsible for programming your HiPath 1100. The Support Technician has all the necessary tools and information available in order to carry out his/her job..

Assistance with Troubleshooting
First contact your System Support Technician. If the problem is not solved, the Support Technician should call Technical Support.

Using the HiPath 1100 Features

Considerations

The descriptions and explanations of all available features HiPath 1100 are based on a Profiset 3030 system telephone.

Check specific procedure to be followed for the different system telephone models. For information on how to configure each model, refer to the manufacturer's Instructions Manual.

For information on basic functions refer to the Quick Reference Guide for system telephones.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

Numbering Plan

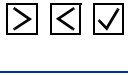
A Numbering Plan assigns extensions, external lines, and groups - as well as other numbers that can be selected with features and programming codes - to execute specific functions.

Description	HiPath 1120	HiPath 1150	HiPath 1190
External line	801 to 806	801 to 832	801 to 845
Extension, including S_0	11 to 30	11 to 60 610 to 645	101 to 240
Groups of external lines	0 or 890 to 899		
Call Groups (CG)	770 to 779		
Hunt Groups (HG)	780 to 789		
UCD Subscriber Groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		
EVM - Message ports	7491 and 7492		
EVM - Virtual ports	744 to 747		
Fax/DID - Virtual ports for messages	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		

Note:

The number of external lines and extensions available depends on the system's configuration.

Profiset 3030, E822 ST and E821 ST Keys

Function	Profiset 3030	E822 ST	E821 ST
Display	3 lines	2 lines	---
Navigation keys	**or**		---
Speaker			---
Flash/Fil		---	---
Menu			
Feature			
Mute		---	---
Call Forwarding	---	---	
Parking	---	---	
Redial		---	

System signaling tones

During feature configuration the system uses the following signaling tones:

Tone	Meaning
Internal dialing tone	The system is ready to receive and send call information.
Signaling tone	Connection established. Ring signal is being applied to phone number.
Dial tone	Network accepted information request and is sending a request for more information.
Busy signal	It indicates to the caller that the number is busy. It is also used when the destination cannot be accessed (e.g., invalid number).

External false signal	The dial tone that is heard is not from the carrier.
Call Waiting Signaling Tone	It indicates to the user having a conversation that there is another call ringing.
Call Waiting tone for Door Opener	It indicates to the user having a conversation that someone is requesting the Door Opener to open the door.
Confirmation tone	The procedure was successfully completed and accepted.
Rejection tone	The procedure is invalid and was not accepted.
Override tone	It alerts the user having a conversation that the call's privacy was violated (override).
Conference tone	It indicates that a new participant joined the conversation.
Recall confirmation tone	It confirms a callback
Alert signal	It alerts the called party when the Speakerphone Auto-Answering and Paging features are enabled.
Special Dial Tone	Indicates that a service is activated (Night Service, Electronic Lock, Do Not Disturb, etc.)
Auto-Answering Tone	After a Direct Communication Call is established.

Step by step

Functions used for making calls

Making Calls

Considerations

- When authorized, it allows you to call external numbers[1] on a public network.
- The HiPath 1100 can also be programmed to require pressing the "Internal" key before an internal number can be dialed. When this is the case, there is no need to enter an external line access code to dial an external number ("**Automatic Seizure of an External Line**[2]" is on, check with your system's Support Technician.
- Ask your Support Technician for the required internal numbers, public network access codes as well as information about enabled features and available extensions.
- Depending on how the HiPath 1100 is programmed (ask the system's technical support team) it will automatically select the most economical route for making an external call (LCR - Least Cost Routing). When an LCR is not available, the non-default carrier name or "EXPENSIVE CONN" appears on the display, and a warning tone is emitted.
- On system telephones volume control is adjusted individually on each set during calls.

[1] See the chapter Important Programming Data - Classes of Service in the Programming Manual.

[2] It allows the user to dial an external call directly, without having to dial an external access code (e.g.,0). If a continuous dialing tone is heard when the handset is lifted, it means that Automatic Seizure Mode is active (see Programming na External Line - Automatic Seizure of an External Line, in the Programming Manual).

Step by step

...Using the Handset

Lift the handset.

- **Internal call**

Enter the extension number (e.g. 11/101).

or

- For an **external call**:

Enter the code for accessing an external line (e.g., 0) and the external number you want to call.

Wait for the call to be answered. Initiate conversation.

...With the Handset on the Hook

Handset on the hook.

- For an **internal call**: Enter an extension number (e.g., 11/101).

or

- For an **external calls**: enter the code for accessing an external line (e.g., 0) and the external number you want to call.

Wait for the call to be answered. Initiate conversation.

...Using the Speakerphone

Handset on the hook.

Press the SPEAKER key.

- For an **internal call**: Enter an extension number (e.g., 11/101).

or

- For **external calls**: enter the code for accessing an external line (e.g., 0) and the external number you want to call.

Wait for the call to be answered. Initiate conversation.

Step by step

...Using Automatic Seizure of an Active External Line

- For an **internal call**:

Press the "INTERNAL" key.

Enter an extension number (e.g., 11/101).

- For **external calls**:

Enter the external number you want to call.

Wait for the call to be answered. Initiate conversation.

...Using a Group of External Lines[1]

An extension can originate external call or calls to a Master PABX through a group of external lines.

Enter the number of the appropriate group of external lines.

- **0** or **8** **9** **0** to **8** **9** **9** = Group of external lines

Wait for a dial tone.

Enter the external number you want to call.

Wait for the call to be answered. Initiate conversation.

... When a group is busy

If an overflow group was configured when the system was programmed, the call is carried out using a second group of external lines.

The second group of external lines takes into account the extension's class of service.

[1] When operating as a Satellite PABX for external calls or for calling extensions of a Master PABX, select the group of external lines before selecting the second external access code (0...9 or 00...99). Or, select the extension number, as appropriate (see Important Programming Data - Assigning Groups of External Lines to Extensions in the Programming Manual). When a group of external lines is configured as a Satellite PBX, a false dial tone is not generated.
Overflow Group for External Lines (see Programming Manual. Programming an external Line - Overflow for a Group of External Lines

Step by step

Switching to Speakerphone

Required: Conversation using the handset.

Press and hold the SPEAKER key while placing the handset on the hook. Then release the key and resume the call..

Switching to Handset

Required: Conversation using the speakerphone.

Lift the handset and resume conversation.

Speaker

This feature turns the speaker temporarily on to allow other people in the same room to participate in the conversation. Inform the called party that the speaker is on.

Required: Conversation using the handset.

Activation

Press the SPEAKER key. The speaker LED turns on.

Deactivation

Press the SPEAKER key. The speaker LED turns off.

Ending a Call

Replace the handset or press the SPEAKER key

or

Press the "EXIT".

Step by step

Seizure of a Specific Digital Line

Seizing a specific line selects that line for generating an external call or a call to another PABX.

Enter the number of the external line (e.g., 801).

Wait for a dial tone.

Enter the external number you want to call.

Wait for the call to be answered. Initiate conversation.

Speed Dialing

Frequently used telephone numbers can be stored as abbreviated numbers in two types of phonebooks or speed dialing directories.

- **System Speed Dialing**[1]
  The System Speed Dialing can store up to 250 (000-249) numbers most frequently dialed by HiPath 1100 users.Numbers are storedby the system's Support Technician and can be accessed and used from any extension (when authorized; check with your Support Technician).
- **Individual Speed Dialing**
  The Individual Speed Dialing stores up to 5 numbers chosen by the user. The numbers are configured by the user and remain stored only at the extension.

Using Speed Dialing

Required: Individual Speed Dialing numbers are stored by the user. System Speed Dialing numbers are stored by the Support Technician.

Press to access the Service Menu.

*7=SPD DIAL?

Select and press to confirm.

Or

* 7

Enter the code for accessing Speed Dialing.

Enter the desired abbreviated number from the System Speed Dialing directory:

[1] Numbers are stored during system configuration. They can be dialed from any telephone set. See the chapter Main Configurations - Speed Dialing in the Programming Manual. To assign names to number you must use the HiPath 1100 Manager.

Step by step

- 0 0 0 to 2 4 9 = System Speed Dialing
- * 0 to * 4 = Individual Speed Dialing

Wait for the call to be answered. Initiate conversation.

Programming Individual Speed Dialing

The speed dialing numbers stored in the Individual Speed Dialing directory are only available for the extension in which they were entered. These numbers can be updated, modified and deleted. Each extension can have up to 5 speed-dial numbers of 20 digits each.

Press to access the Service Menu.

*92=CH SPD DL?

Select and press to confirm.

or

* 9 2

Enter the code for programming a speed-dial number.

Enter the Individual Speed Dialing abbreviated number:

- * 0 to * 4 = Individual Speed Dialing

or

NEXT?

Press to confirm.

NEXT?

Press until you see the abbreviated number you want.

If a number has already been stored, the name (if entered) or the telephone number associated will be displayed.

CHANGE?

Select and press to confirm.

Enter the external number to be stored in this position in the Individual Speed Dialing directory.

Optional

You can also **enter a name** to be associated to the number. This name will be stored in the Speed Dialing directory and displayed when the number is dialed.

ENTER NAME?

Select and press to confirm.

Enter the name you want to associate to the number for Caller ID and phonebook searches.

The telephone keypad is now available for entering letters by repeatedly pressing the key for the letter you want.

Step by step

Entering Letters

1x ABC 2 Letter A

2x ABC 2 Letter B

3x ABC 2 Letter C

4x ABC 2 Number 2

1x DEF 3 Letter D, and so on.

Example: Press the " 2" key three times to enter the letter "C" or press "3" twice to enter the letter "E."

- Key "0" = enters a space.
- Keys "1" and "#" = cancel the last character entered.

Optional An **Interdigit Pause** ("P") can be added by pressing the Redial key.

Each "P" character inserts a 2-second pause (default) in the connection. A longer pause can be inserted by entering more than one character (for example, for a 4-second pause enter "PP")

The first "P# or #" specifies that the next digits for A will only be forwarded if:

- Digital line or S_0 extension:

P# - DTMF digits are sent after local carrier identification, when B is not answered.

- DTMF digits are sent after B is answered.

- External analog line or analog extension:

P# or # - DTMF digits are sent after B is answered.

Other characters ("#" and/or "*") may be added after "P#".

SAVE? ↵ Press to confirm.

Or

If you make a mistake:

▲ PREVIOUS? ↵ Select and press to confirm. All information is deleted.

Or

If a name is displayed, you can view the number associated to it.

▲ VIEW STAT NO. ? ↵ Select and press to confirm.

Step by step

or If a number is displayed, you can view the name associated to it.

View Name? Select and confirm.

or Delete all abbreviated number entries.

DELETE? Select and press to confirm.

Or

EXIT? Select and press to confirm.

Phonebook Search

A Phonebook Search or and alphanumeric search allows an extension to lookup a person's number by the person's name when making a call.

Required: Names were assigned to the speed dialing numbers recorded.

or Lift the handset or press the SPEAKER key.

DIRECTORY ? Press to confirm.

The first record is displayed.

SCROLL NEXT? Select and press to go to the next record.

Or

SCROLL PREV? Select and press to go to another record.

Or

Enter the name you want to select or the first letters of the name. The name is searched.

The telephone keypad is now available for entering letters by repeatedly pressing the key for the letter you want.

Entering Letters

1x ABC 2 Letter A

2x ABC 2 Letter B

3x ABC 2 Letter C

4x ABC 2 Number 2

1x DEF 3 Letter D, and so on.

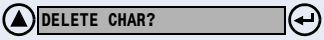
Step by step

For example, Press the " 2" key three times to enter the letter "C" or press "3" twice to enter the letter "E."

- Key "0" = enters a space.
- Key "1" = displays the first record on the Speed Dialing directory.
- Keys "*" and "#"= do not mean anything

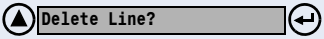
If no match is found for the letters entered or if it is not possible to enter letters at the moment, you will hear a short beeping sound.

Optional



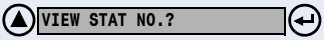
Select and press to confirm. It deletes the last character that was entered If all characters are deleted, the first Speed Dialing entry will be displayed again.

Optional



Select and confirm. All characters that were entered will be deleted, and the first entry of the Speed Dialing directory will be displayed again.

Optional

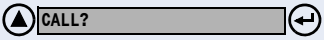


Select and press to confirm.

Optional

Select and press to confirm.

The record selected is displayed:



Selecionar e confirmar.

Caller Lists[1]

If so configured, the last calls not answered identified by the extension are stored in three caller lists. These caller lists can be programmed to save only external calls or both external and internal calls. Using a System Telephone with a display you can view and select lists:

- 1 = CALLS NOT ANSWERED[2]
- 2 = CALLS ANSWERED
- 3 = CALLS MADE

Up to 10 calls can be stored for each caller list. They are stored in the order they were received or made. Each call is stored with a time stamp. The list starts with the

[1] Make sure that Caller ID is enabled by your carrier.

[2] When the Do Not Disturb facility is activated for an extension, unanswered calls are not stored in the memory.

Step by step

most recent call that has not been recalled. If several calls were from the same caller, the list will show the time of the last call and the total number of times the call was received.

Looking Up a Caller List

CALLR LST? — Select and press to confirm.

or

 # 8 2 — Enter the dialing code for looking up Caller Lists.

1=N ANS CALLS ? — Select and enter the type of Caller List wanted.

Or

2=ANS CALLS

Or

3=OUTG CALLS

or

Enter the number of the list you want to look up:

- **1** = Calls not answered
- **2** = Calls answered
- **3** = Calls made

NEXT? — Enter to display additional lists.

End consultation.

EXIT? — Select and press to confirm.

or

Press the Service Menu key.

or

or — Replace the handset or press the SPEAKER key

Step by step

Consultation about time of call and additional caller information

Required: The record wanted is shown in the caller list during the consultation.

.

DATE/TIME? Select and press to confirm.

Or

VIEW STAT NO. ?

or

VIEW NAME?

or

WHO ?

Calling a Number from a Caller List[1]

Required: The record wanted is shown in the caller list during the consultation.

CALL? Select and confirm.

Wait for the call to be answered. Initiate conversation.

Delete the record from the caller list.

Required: The record wanted is shown in the caller list during the consultation.

DELETE? Select and press to confirm.

External Line Reservation[2]

When there is no line available for making an external call, use the line reservation feature.

Required: The user tried to access an external line and received a busy signal.

Wait 7 seconds Wait 7 seconds until you hear a distintive tone (this may vary depending on system's configuration).

or

LINE RESERVATION? Press to confirm.

[1] If a list is full and a call is made, the last number stored is automatically erased from the caller list.

[2] A line can be reserved by a maximum of four extensions at a time.

Step by step

or

✱ 5 8 Enter the code for confirming a line reservation.

Wait for a confirmation tone.

or Replace the handset or press the SPEAKER key.

Wait for a recall when an external line becomes available.

When a line becomes available...

<< 🔔 >> The telephone rings (a distinctive ring).

or Lift the handset or press the SPEAKER key.

Enter the external number you want to call.

Wait for the call to be answered. Initiate conversation.

For Internet Access

An external line reservation for Internet access provides an extension with exclusive access to a specific external line. The remaining extensions will not be able to use this line while this feature is active. This, however, does not prevent the line from receiving incoming calls as usual.

Enter reservation/remove reservation of a line

Press to access the Service Menu.

▲ MORE FEATURES ? ↵ Select and confirm.

▲ *493=INTERNET? ↵

Or

▲ #493=NET ONOF? ↵

Or

✱ 4 9 3 **or** # 4 9 3 Enter the code for reserving or removing an external line reservation.

Enter the code for the external line (e.g., 801).

INTERNET ON The display shows that this feature is enabled.

Or

INTERNET OFF The display shows that this features is disabled.

Step by step

Recall[1]

This feature allows you to automatically place a call to an extension or external number (over an ISDN line) that is unavailable at the moment. The call will go through as soon as the line is available.

Required: The destination of the call is not available.

Recall due to No Answer/Busy

RECALL? Press to confirm.

or

* 5 8 Enter the code for confirming the recall.

or

Wait 7 seconds Wait 7 seconds (if configured, Recall will be automatically activated).

Wait for a confirmation tone.

or Replace the handset or press the SPEAKER key.

Wait for the recall.

If the configuration for activating Recall has been changed[2]:

RECALL ON? Wait a few seconds until the display shows "RECALL ON" and the busy signal or the ringing signal stop briefly.

or Replace the handset or press the SPEAKER key.

Wait for the recall.

Answering a Recall

Required: A recall has been entered.

[1] Extension is busy - the system generates a recall as soon as a line is available.
Extension is free - the system generates a recall once the caller has returned to the station and made a call.

External number is busy - The system generates a recall as soon as the destination number is free. This feature must be enabled by the carrier. In addition, the system must have a S_0 module installed.

Only one recall can be activated for each extension. A new recall cancels the previous one.

[2] (See Activating Recall/Urgent Call with Timeout, in the Programming Manual)

Step by step

<< 🔔 >> The telephone rings (a distinctive ring).

RECALL FROM:...? The display shows "RECALL FROM:....." and the number you want to call.

or Lift the handset or press the SPEAKER key.

Wait for the call to be answered. Initiate conversation.

Recall Verification/Deactivation

▲ VER RECALL? ↵ Select and confirm.

or

 # 5 8 Enter the code for canceling a recall.

Delete the record displayed

DELETE? ↵ Press to confirm.

End consultation

▲ EXIT? ↵ Select and confirm.

Or

Press the SPEAKER key.

Override[1]

The Override feature allows the user to override a conversation. A beep signals that the conversation in progress has been overridden.

Required: There is a conversation in progress at the call destination.

▲ OVERRIDE? ↵ Select and press to confirm.

Or

*** 6 2** Enter the code for confirming the override.

Or

OVERRIDE ● Press the "OVERRIDE" key.

(warning) The called party and the caller hear a warning signal every two second. If the called party is using a system telephone with a display, it will show: "OVERRIDE: (name or telephone number) and "RELEASE?"

Initiate conversation.

[1] The user must have authorization from the system's Support Technician in order to use this feature Programming Manual, Programming an Extension - Override).

Step by step

Silent Monitoring[1]

Silent Monitoring allows a user to override a call without sending a beep (for certain countries only).

Required: There is a conversation in progress at the call destination.

SLNT MNTR? Select and press to confirm.

Or

* 9 4 4 Enter the code for Silent Monitoring.

Enter the extension (e.g., 11/101).

Wait. Start monitoring.

On Profiset 3030 telephones the MUTE option is automatically activated with Silent Monitoring.

Urgent Call/Recall when Busy[2]

The Urgent Call feature is used when the extension being called is busy.

Required: The destination called is busy.

CAMP-ON! Wait a few seconds until the display shows "CAMP-ON" and the busy signal changes to a ring.

Wait for the call to be answered.

If the configuration has been changed,do the following to reactivate the Urgent Call feature:[3]

CALLBACK? Press to confirm.

Or

* 5 8 Enter the code for confirming an urgent call.

[1] The user must have authorization to use this feature (see Programming an Extension - Silent Monitoring, in the Programming Manual).
Within the system, Silent Monitoring has the same restrictions as the Conference and Override features.
If the monitoring or the monitored party change status, Silent Monitoring is canceled. This occurs, for example, when a call is placed on hold.

[2] An urgent call cannot be made when data protection, consultation or conference features are activated at the extension called.

[3] (See Activating with a Timeout, in the Programming Manual).

Step by step

CAMP-ON!

Wait a few seconds until the display shows "CAMP-ON" and the busy signal changes to a ring.

Wait for the call to be answered.

Hotline[1]

The Hotline feature allows an extension to automatically generate a call to a pre-programmed number in the System Speed Dialing as soon as the handset is lifted.

Or

Lift the handset or press the SPEAKER key.

Wait for the call to be answered. Initiate conversation.

Warmline[2]

Warmline is the length of time the extension should wait to call the first number configured as a Hotline. Assuming the timeout is 9 seconds, the call will be made 9 seconds after the handset is lifted. However, if during the 9 second time interval a key is pressed on the phone keypad, the call to the Hotline will be canceled.

Each extension can have a different timeout for activating a Hotline. This timeout may vary from 0 to 9 seconds.

Or

Lift the handset or press the SPEAKER key.

Wait for the call to be answered. Initiate conversation.

Calling an Attendant Console (AC)[3]

An Attendant Console can be called at any time for making a call or simply for consultation.

9

Enter the code for calling the Attendant Console.

Wait for the call to be answered. Initiate conversation.

[1] Extensions configured to use the Hotline feature cannot dial any other internal or external numbers. However, they are able to receive calls as usual (see Programming an Extension - Hotline in the Programming Manual).

[2] Extensions configured to use the Warmline function are able to dial all other internal or external numbers, as well as receive calls as usual (see Programming an Extension - Warmline in the Programming Manual).

[3] When no extension is programmed as an Attendant and "9" is entered, a busy signal is heard.

Step by step

Direct Communication Call

This features enables sending voice messages to Profiset 3030 telephones using the speakerphone. A message can be sent to an extension or a Call Group (CG)

When a message is sent, the called party hears a warning signal before the message is played and the display shows the caller's name and number.

Required: Destination number uses a Profiset 3030 or an optiPoint with a speakerphone telephone.

Press to access the Service Menu.

*80=SPKR CALL? Select and press to confirm.

Or

* 8 0 Enter the code for direct messaging.

Enter an extension or Call Group (CG).

Record the message.

Answer the call

or Lift the handset or press the SPEAKER key.

Initiate conversation.

Speakerphone Auto-Answering Mode[1]

The called extension receives an Alert tone. The call using the speakerphone is established immediately after this tone is received.

Required: A System Telephone with a Speakerphone at the destination number.

HFA ON? Select and press to confirm.

or

HFA OFF?

or

* 9 6 or # 9 6 Enter the code to activate or deactivate answering.

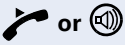
[1] This feature must be enabled by the destination number during programming (see Programming an Extension - Auto-Answering Mode, in the Programming Manual).

Step by step

LCR[1]

The LCR (Least Cost Routing) is designed to lower telephone communications costs. When LCR is enabled, all outgoing calls are routed to provide the least expensive connection costs. A table is created listing all times of the day, days of the week, telephone service providers so that calls can be made when rates are at their lowest. After programming, you can make calls with no need to enter the carrier code since LCR automatically uses the carrier that provides the lowest rate at the time the call is being placed.

Required: This feature must be configured for the system by using the HiPath 1100 Manager.



Lift the handset or press the SPEAKER key.

Enter the code for accessing an external line (e.g., 0).

Wait for an external line dial tone.

Enter the external number you want to call.

Wait for the call to be answered. Initiate conversation.

You can configure the HiPath 1100 to send a warning tone in the event that no external line is available for LCR (see Programming Manual - Main Configurations - Warning Tone when LCR is not available). This will alert the user to the fact that the call is being completed by a standard Carrier and that rates may be higher than usual.

(warning)

When using a standard telephone, a warning tone indicates to the user that a different carrier is completing the call at this time. When using a system telephone, the carrier's name or the message "EXPENSIVE CONN" will show on the display and a warning tone will be heard.

[1] Settings must be configured on the HiPath 1100 Manager.

Step by step

ACS[1]

With ACS (Alternative Carrier Selection) the system can be set to use a specific carrier regardless of user's selection. This feature allows you to choose the carrier that offers the best rates at the specified calling time or to select a default carrier for all calls, assuming conversion rules are properly defined.

The first six digits of the number dialed by the user are analyzed by the system. If they match the Conversion Rule, they will be replaced with the default number specified by that rule. The route/destination to be used can also be preset. There is no field available to specify a carrier. The carrier code must be included in the conversion rule.

Different conversion rules can be applied to the same number, depending on the time of day and day of the week. It is possible to define a maximum of 100 conversion rules.

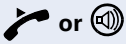
Example: Number dialed: 262 XXXX

Conversion Rules:

Index	Selected Number	Alternate Number	Alternate Destination	Overflow Destination
01	267	342	0	801
02	262	341	801	803

The system dials the number 341XXXX using 801 as a destination. If this line is busy, the overflow option route/destination will be 803. Conversion Rules may include interdigit pauses (refer to the Help file in HiPath 1100 Manager).

Required: This feature must be configured for the system by using the HiPath 1100 Manager.



Lift the handset or press the SPEAKER key.

Enter the code for accessing an external line (e.g., 0).

Wait for an external line dial tone.

Enter the external number you want to call.

[1] ACS does not affect Emergency Numbers when the user dials directly.

Step by step

Wait for the call to be answered. Initiate conversation.

When an extension makes an external call with LCR or ACS activated, it gets a false dial tone.

Timer for Outgoing External Calls[1]

This setting specifies a maximum time for the duration of an outgoing external call for each extension.

The time count starts upon connection of a call and it never restarts while the call is in progress (e.g., when there is a transfer). Once the specified time expires, the call is automatically disconnected.

Required: This feature must have been configured and activated for the extension.

Enter an external number.

Wait for the call to be answered. Initiate conversation.

Timer for the specified time period is initiated.

TIME EXCEEDED

Before a call is disconnected by the timer, a 10-second warning tone is sent to the extension and the message "TIME EXCEEDED" is shown on the display.

Once the specified time expires, the call is disconnected.

[1] See Programming an Extension - Timer for Outgoing External Calls, in the Programming Manual

Step by step

DISA[1]

DISA (Direct Inward System Access) is a feature that allows you to make an external call from an external telephone (as if it was an extension) through your system. In addition, the following features can activated or deactivated:

- "Internal" → page 48
- "Deactivating a Feature" → page 79
- "Conference" → page 41
- "Night Service" → page 80
- "Suffix Dialing" → page 43
- "Door Opener" → page 82
- "Electronic Lock" → page 68
- "Speed Dialing" → page 21 (System and Individual)
- "Relay" → page 73
- "Do Not Disturb" → page 52

Required: The telephone must be a MF telephone that is not part of the system, that is, it cannot be an extension.

Lift the handset.

Call the HiPath 1100 by entering a DISA MSN number (see MSN DISA in the Programming Manual or the HiPath 1100 Manager) previously provided by a support technician).

Wait for a continuous tone.

Enter the extension number for the user with a DISA Permission (see DISA Permission Programming Manual, in the Programming Manual).

Enter the current 5-digit password for the electronic lock (default is: 00000).

[1] The HiPath 1100 allows only one DISA call at a time. When there is a DISA call in progress, a second call to a DISA external line or with DISA answering mode is treated as a regular call.
The DISA line is available for another call as soon as the phone is placed back on the hook. When there is a DISA call in progress, a second call to a DISA external line or with DISA answering mode is treated as a regular call.
If a call is received over an external line configured as a Fax/DID and DISA, the call is answered by the Fax/DID if this facility is available at the moment.
If no digits are entered, the call is forwarded to DISA after a specified timeout.
You can program an external analog DISA line to be activated for certain time periods (see External DISA Line, in the Programming Manual).
TAPI only monitors physical ports. To operate correctly, a DISA feature must use special ports, and those cannot be monitored. If a physical port is used when the DISA feature is active, the TAPI will be able to monitor it.

Step by step

Wait for a continuous tone.

Enter the feature code (e.g. *97 – Do Not Disturb).

or

Enter the external number you want to call.

Initiate conversation.

Using a Temporary MSN for Making a Call

This feature allows you to use a temporary MSN from your own directory to make an external call. Or use the "Programming the Keys" feature to assign a key to a MSN for monitoring incoming and outgoing calls.

Required: You must know which selection option was configured (see Assigning a Temporary MSN in the Programming Manual) for accessing the MSN:

- Enter the slot (001 ...140) for the MSN number or
- Enter the MSN number

Example

Slot	MSN
001	3415565 - Home
002	3416496 - Office

User is at his/her office (3416496):

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*41=TEMP MSN?

or

* 4 1

Enter the code for the temporary MSN.

or

TEMP MSN

Press the "TEMP MSN" key.

Enter the slot (e.g., 001) or the MSN Number (e.g., 3415565) you want to sent to the destination.

Enter the code for accessing an external line (e.g., 0).

Step by step

Enter the external number you want to call.

Wait for the call to be answered. Initiate conversation.

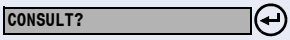
At his time, the called destination receives the Caller ID information displaying the number 3415565, even though the call has been originated from number 3416496.

Functions used when Making a Call

Consultation[1]

The Consultation feature allows the extension to make a consultation to a third party when a call is in progress. At the same time, it prevents the first caller from listening to the conversation.

Required: A call is in progress.



Press to confirm.

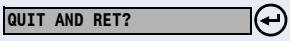
or

Press the "CONSULT" key

Enter an extension number (e.g., 11/101) or dial the access code for an external line (e.g., 0) then the external number.

Wait for the call to be answered. Start a consultation.

To return to the first call...



Press to confirm.

or

Wait for the consulted party to replace the handset.

If the consultation extension is busy or does not answer, or if you want to return to the first call before answering...

Press to confirm.

[1] When the handset is replaced during a consultation, the first call is transferred to the extension that was consulted.

Step by step

or

*0 — Enter the code for returning to the first call.

Wait to return. Proceed with the conversation.

Transfer[1]

The Transfer feature allows an extension to transfer a call to another extension or to an external number

Required: A call is in progress.

TRANSFER ? — Select and press to confirm.

Enter the extension or external number.

Optional ( ) — Let the caller know that there is a second call.

TRANSFER ? — Press to confirm.

or

or — Replace the handset or press the SPEAKER key

If the consultation extension is busy or does not answer, or if you want to return to the first call before answering...

HELD CALL ? — Press to confirm.

or

*0 — Enter the code for returning to the first call.

Wait to return. Proceed with the conversation.

[1] If a transfer's destination extension does not answer, the call is returned to the calling extension.
An External-to-External transfer can only be made when at least one of the lines is a digital line and one of the calls is an outgoing call.
A call cannot be transferred to or from an Entrance Telephone.

Step by step

Toggle

The toggle feature allows switching conversations between two calls.

Required: A consultation is in progress.

TGL/CONF? — Select and press to confirm.

or

Press to access the Service Menu.

* 2 — Enter the code for switching between two calls.

or

TOGGLE — Press the "TOGGLE" key.

Wait to return. Proceed with the conversation.

Conference[1]

The Conference feature allows a third party to participate in a conversation when a call is in progress.

Required: A call is in progress.

Enter the extension (e.g., 11/101) or dial the access code for an external line (e.g., 0) then the number to be included in the conference.

Wait for the call to be answered.

Inform the person about the conference.

CONFERENCE? — Select and press to confirm.

or

Press to access the Service Menu.

* 3 — Enter the code for initiating a three-way conference.

or

CONFERENCE — Press the "CONFERENCE" key.

Wait. Start the conference.

[1] The maximum number of simultaneous conferences allowed by the HiPath 1100 system is two. Note: The Override feature is ticketed as a Conference.
The extension must enabled for conferencing.
Once a conference ends a new ticket is generated.
An Entrance Telephone cannot be part of a Conference.

Step by step

Parking[1]

The Parking feature can place up to 10 internal or external calls on hold and answer these at any extension.

Required: A call is in progress.

Press to access the Service Menu.

*56=PARK CALL? ↵ Select and press to confirm.

or

Press to access the Service Menu.

✱ 5 6 Enter the code for parking a call.

or

PARK ● Press the "PARK" key.

---

0 ... 9 Select a parking slot (e.g., 0).

or Replace the handset or press the SPEAKER key

Recovering a parked call

Press to access the Service Menu.

#56=RTRV CALL ? ↵ Select and press to confirm.

or

Press to access the Service Menu.

5 6 Enter the code for recovering the call.

or

PARK ○ Press the "PARK" key.

---

0 ... 9 Select a parking slot (e.g., 0).

Initiate conversation.

[1] If the slot selected is busy, a rejection tone is heard.
If a call that was placed on Parking is not recovered after a specified timeout, it is sent back to the originating extension.

Step by step

Suffix Dialing[1]

Suffix Dialing allows an extension to send information or MF commands during a call (e.g., for telebanking).

Required: There is a call in progress and the system accessed is ready to receive information/codes.

Enter the information requested by the answering service.

Wait for data confirmation.

Flash on External Analog Line

The Flash on External Line feature allows the caller to send a flash signal when making an external call (e.g: Master PABX commands).

Required: An external call is in progress.

Press the Flash key.

or

Press to access the Service Menu.

MORE FEATURES ? Select and press to confirm.

*51=FLASH? Select and press to confirm.

or

* 5 1 Enter the code for sending a flash signal over the line external.

or

FLASH Press the FLASH key.

Follow the Voice Mail instructions to make your selections.

Recovering a Call on Hold

This feature allows to recover a call that was placed on hold because the destination number was busy.

[1] This feature differentiates the entered numbers from system service numbers.

Step by step

Once the call is resumed the destination is disconnected.

Required: A consultation was completed and the destination is busy.

RET HELD CALL ? ↵ Press to confirm.

or

✱ 0 Enter the code for returning to the first call.

Wait to return. Proceed with the conversation.

Cost Code[1]

External calls can be assigned Cost Codes which provide more control over telephony costs. A Cost Code is set using a sequence of up to 10 random digits (0...9). For example, the number of a lawsuit. This information will appear in the call detail report ticket. For System Telephones this feature is selected before or during a call, by using the menu, a cost code or a programmable key.

Required: Cost codes were specified.

Press to access the Service Menu.

▲ *60=ACCT CODE ? ↵ Select and press to confirm.

or

✱ 6 0 Enter the Cost Code.

or

Cost Code ● Press the Cost Code key.

Enter the Cost Code (a sequence of up to 10 digits from 0 to 9).

Finalize the sequence of digits.

Enter the external number you want to call.

Wait for the call to be answered. Initiate conversation.

[1] This information may or may not appear on the billing ticket (see Programming Manual - Call Detail Report - Ticket Cost Code) The system does not control Cost Codes. The use of Cost Code is up to the user.

Step by step

Functions used for Receiving Calls

Answering Calls

Extensions receive different ringing signals and tones depending on the **type of call** being received and the specified **country setting**. For example, some types of ringing signals are:

- When receiving an internal call or callback, the telephone rings twice (two short beeps) at 4-second intervals.
- When receiving an external call, the telephone rings once (single beep) at 4-second intervals.
- When receiving an Entrance Telephone call, the telephone rings three times (triple beeps) at 4-second intervals.
- When receiving a second call, a short tone (beep) is heard at 6-second intervals.
- When receiving an Alarm Clock call, the telephone rings twice (a long and a short beep) at 4-second intervals.
- On system telephones volume control is adjusted individually on each set during calls.

The display shows the caller's number, if Caller ID has not been blocked by the caller. On the HiPath 1100, if you record a name associated to the number the name will also be displayed (if so configured by your system's Support Technician).

...Using the Handset

<< 🔔 >> The extension rings. The display shows the Caller ID information.

Lift the handset.

...Using the Speakerphone

<< 🔔 >> The extension rings. The display shows the Caller ID information.

Press the SPEAKER key.

Step by step

Answering a Call on Hold

If there is an intermittent signal in the background when a conversation is in progress, it means there is a second or an urgent call being made to that extension.

Required: A call is in progress.

CALL WTNG ? ↵ Select and press to confirm.

or

Press to access the Service Menu.

✱ 5 5 Enter the code for answering a call.

or

CALL WAITING ● Press the "CALL WAITING" key.

or

▲ TGL/CONF? ↵ Select and press to confirm.

or

Press to access the Service Menu.

✱ 2 Enter the code for switching between two calls.

Wait for the call to be answered. Initiate conversation.

The first call is put on hold.

To switch between calls (→ page 41)

▲ TGL/CONF? ↵ Select and press to confirm.

or

Press to access the Service Menu.

✱ 2 Enter the code for switching between two calls.

or

TOGGLE ● Press the "TOGGLE" key.

Wait to return. Proceed with the conversation.

Step by step

Pickup

Group[1]

The Group Pickup feature allows any group extension to answer a call that rings at a different extension belonging to the same group (Ask your system's Support Technician).

Required: The extension rings briefly. The display shows: "PCKP GRP PICKUP".

CALL PICKUP GRP? ↵ Press to confirm.

or

Press to access the Service Menu.

✱ 5 7 Enter the code for picking up a group call.

or

PICKUP-G ● Press the PICKUP-G key.

Wait. Initiate conversation.

Individual

The Individual Pickup feature allows a system extension to answer a call that rings in a different known extension number.

Required: A known extension is ringing.

Press to access the Service Menu.

▲ *59=PICKUP-D ? ↵ Select and press to confirm.

or

Press to access the Service Menu.

✱ 5 9 Enter the code for Individual Pickup.

or

INDIVIDUAL PICKUP ● Press the PICKUP- INDIVIDUAL key.

Enter an extension number (e.g., 11/101).

Wait. Initiate conversation.

[1] An external call takes precedence over an internal call. When the call is a callback, only the extension of the group that has activated the feature can answer it. For more information about the Group Pickup feature, see Programming an Extension - Pickup Groups, on the Programming Manual.

Step by step

Call Forwarding[1]

It allows rerouting an incoming call to a specified extension, group or external number.

Internal

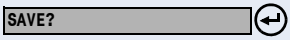
Internal Call Forwarding reroutes calls made to an extension to another specified extension or to a Voice Mail Server, Call Group (CG) or Fax/DID.

Select and press to confirm.

or

Enter the code for Call Forwarding.

Enter the number for the
1. Extension you want to call (e.g., 11/101).
2. UCD Subscriber Group for Voice Mail (e.g., 790).



Press to confirm.

External[2]

The external Call Forwarding feature allows calls made to a specific extension to be forwarded to an external number.

Select and press to confirm.

or

Enter the code for Call Forwarding.

Enter the number for accessing an external line:
1. For example, 0;
2. A group of external lines (e.g., 890).

[1] When a UCD Agent activates Call Forwarding, the Agent is automatically logged out of the group. When the Agent is logged into the group, Call Forwarding is deactivated. When a UCD Agent activates Call Forwarding - No Answer, the Agent's status becomes Unavailable.
When the status is Available, Call Forwarding is deactivated. Deactivating Call Forwarding does not affect the UCD Agent status.

[2] Call Forwarding on an Analog Line times out after 5 minutes of conversation. Call Forwarding does not take place when the external destination number is busy. When a call is forwarded by the Entrance Telephone, it is disconnected after 1 minute of conversation.

Step by step

Wait for a dial tone.

Then the number you want to call.

SAVE? ↵ Press to confirm.

When there is no answer[1]

The Call Forwarding - No Answer feature allows rerouting a call made to a specific extension to another extension, a Voice Mail Subscriber Group or an external number, after a specified timeout.

Press to access the Service Menu.

▲ MORE FEATURES ? ↵ Select and press to confirm.

▲ *14=CFNR ON? ↵

or

*** 1 4** Enter the code for internal Call Forwarding.

Enter the number for the
1. Extension you want to call (e.g., 11/101).
2. UCD Subscriber Group for Voice Mail (e.g., 790).
3. Access to an external line (e.g., 0) and the external destination number.

SAVE? ↵ Press to confirm.

FORWARD TO: If Call Forwarding is enabled, the display will show "FORWARD TO:" during a period of time.

[1] The call rings at the destination extension until the preset timeout expires (see Programming an Extension - Call Forwarding - No Answer With a Timeout in the Programming Manual)

Step by step

For Fax/DID[1]

When a Fax/DID module is installed, calls can be forwarded to Auto-Answering Mode.

Enter the type of Call Forwarding wanted:

1. * 1 1 - Immediate Call Forwarding
2. * 1 4 - Call Forwarding - No Answer

Enter the Call Forwarding destination number.

1. 7 4 1 - Fax
2. 7 4 2 - DID (direct dialing to an extension)
3. 7 4 3 - Fax/DID
4. 7 4 4 - Message

SAVE?

Press to confirm.

Conditional[2]

This feature is available when using a CTI (Computer Telephony Integration) interface.

Incoming calls can be forwarded to a specified destination list, as configured in a TAPI-type application such as a Windows TAPI Browser. Previous list or Unconditional Call Forwarding settings will be overwritten by the new list settings.

The following information is needed for configuring a list:

- Incoming Caller ID
- Day of the week and time
- Type of call (internal or external)

When more than one number have been specified for incoming calls to an extension, the call forwarding priority will be:

1. Checks to see if the Caller ID for the incoming call matches the number programmed for the extension
2. Checks to ensure that the Type of Call (internal or external) has been configured
3. Checks the time settings..

[1] For more information about the Fax/DID module, see Fax/DID Auto-Answering Mode in the Programming Manual.

[2] The system allows up to 50 Call Forwarding numbers (see Programming Manual,Programming an Extension - Conditional Forwarding Limited by Extension and Permission for Conditional Call Forwarding).
Conditional Call Forwarding has priority over an unconditional Call Forwarding.
Conditional Call Forwarding cannot be used on a S_0 extension.

Step by step

Required: The extension has permission for conditional Call Forwarding and the system is connected to a PC that has a TSB application installed.

1. Rules and conditions for Call Forwarding can be configured for each extension by using a Windows TSP application
2. Apply the settings to the extension desired.
3. From this moment on the extension will be forwarded.

CFC ON

The display shows that this feature is enabled.

Deactivating Call Forwarding

This feature allows an extension to resume answering incoming calls.

Internal/External

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

#11=FWD OFF ?

or

1 1

Enter the code for deactivating Call Forwarding.

Conditional

Press to access the Service Menu.

#0=RESET SRVC

Select and press to confirm.

or

0

Enter the code for activating the features.

When there is no answer

When calls are not answered after a specified time, they will no longer be forwarded to another extension, Voice Mail Subscriber Group or external number.

Press to access the Service Menu.

MORE FEATURES?

Select and press to confirm.

#14=FORW. NO REPLY OFF

or

1 4

Enter the code for deactivating Call Forwarding.

Step by step

Do Not Disturb[1]

The Do Not Disturb feature prevents internal and external calls from being directed to an extension while allowing it to continue making calls. When the handset is lifted there is a distinctive dial tone to remind the user that the feature is activated.

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*97=DND ON?

or

#97=DND OFF?

or

*** 9 7 or # 9 7**

Enter the code for deactivating Do Not Disturb.

DND ON

The display shows that this feature is enabled.

or

DND OFF

The display shows that this features is disabled.

Voice Mail[2]

Voice Mail is an information tool designed to facilitate communications within and outside of organizations. It is similar to electronic mailing, faxing, etc. The characteristic feature of Voice Mail is that communications are carried out by means of voice. More specifically, the main advantage of Voice Mail is that it allows the user to be accessible at any time, answering and receiving calls while maintaining other personal and direct communications.

User can retrieve messages:

[1] The extension enabled with the "Do Not Disturb" feature does not receive a warning for an urgent incoming call or a Callback request. Moreover, it cannot be used as a destination for Call Forwarding. The Attendant Console or Overflow Extension cannot activate this feature.
When an extension configured as Door Opener activates this feature, only calls originating from the door opening device will ring at the extension.

[2] This feature is only available when the HiPath 1100 is connected to a Voice Mail Server. This can be an organization's own internal server or it can be part of the services provided by a local carrier. Voice Mail Servers provide a wide range of features. We recommend reading the Instruction Manual to familiarize yourself with the services provided and how to use them correctly.

Step by step

- From their own telephones
- Using an external or an internal telephone.

The Voice Mail server may be **Internal** or **External**. An internal voice mail server refers to a server owned by the company itself while an external voice mail server refers to a facility outsourced to a local carrier.

Internal Server

An internal Voice Mail server works with a UCD Subscriber Group that is configured during the programming process. This is known as a VMIe Group Interface. To enable extensions to receive MWI (Message Waiting Indicator) from the internal Voice Mail Server you must **activate** the internal MWI feature.

The configuration of a UCD Subscriber Group for the VMIe Group Interface must fulfill these requirements:

- It must not be programmed as a DID for an external line
- It must not be configured for Overflow.
- The Agent's auto-notes time interval must be set to at least 5 seconds.
- Queue size must be set at the maximum allowed (default)

External Server

A Voice Mail Server outsourced to a local carrier works for specified extensions grouped as a "External MWI Group" during the configuration of the system. When there is a message in the mailbox, the extensions that belong to this group receive a MWI (Message Waiting Indicator) from the external Voice Mail Server.

Step by step

Message Waiting Indicator (MWI)[1]

The Message Waiting Indicator (MWI) is used in the HiPath 1100 to help manage voice mail. With this feature when a mailbox (internal or external) receives a new message, a signal or tone indicates that there is a message waiting.

This indication is provided in the following manner:

- By means of a key programmed as a MWI, in the case of System Telephones.
- By means of an icon shown on the display, in the case of Profiset 3030 System Telephones or standard telephones with Caller ID (CLIP-FSK).

The signal indication is activated when the first message is received in the mailbox. The indication is deactivated automatically by the Voice Mail Server.

MWI for System Telephones[2]

When there is a message in the user's mailbox, the key configured will blink as an indication.

Programming a Key as a MWI for the Internal Server

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an internal Voice Mail Server.

Press to access the Service Menu.

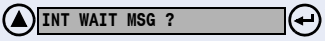
Select and press to confirm.

or

Enter the code for programming a key.

Select a programmable key.

Press to confirm.



Select and press to confirm.

[1] When using an internal Voice Mail Server, extensions must be programmed in the Subscriber Group to which Voice Mail was assigned (see Programming an Extension - UCD Subscriber Group in the Programming Manual).
When using an external Voice Mail Server (contracted with a local carrier), the extensions assigned to voice mail must be programmed and the service must be enabled in the external MWI Group (see Programming an Extension - External MWI Group in the Programming Manual).

[2] For System Telephones without a display the signaling must be programmed using the HiPath 1100 System Manager application.

Step by step

SAVE? ↵ Press to confirm.

or

▲ ANOTHER KEY? ↵ Select and press to confirm.

Programming a Key as a MWI for the External Server[1]

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an external Voice Mail Server.

Press to access the Service Menu.

▲ *91=PROG KEY ? ↵ Select and press to confirm.

or

*** 9 1** Enter the code for programming a key.

Select a programmable key.

CHANGE KEY? ↵ Press to confirm.

▲ XTRN WAIT MSG? ↵ Select and press to confirm.

SAVE? ↵ Press to confirm.

or

▲ ANOTHER KEY? ↵ Select and press to confirm.

Activating the Reception of an Internal MWI[2]

When a Subscriber Group is programmed as a VMIe Group Interface, it becomes a Voice Mail Subscriber Group that can be enabled for signaling the moment a new message is waiting (see Programming an Extension - VMIe Group Interface in the Programming Manual). This is the only group with permission to deactivate the internal MWI.

Press to access the Service Menu.

▲ MORE FEATURES ? ↵ Select and press to confirm.

[1] When this key is pressed, the message "XTRN WAIT MSG" will appear on the system telephone display.

[2] When all mail boxes of the Internal Voice Mail system are busy, the call is forwarded to the UCD Subscriber Group queue assigned to Voice Mail.
Remember: It is not possible to transfer calls to the Voice Mail system.

Step by step

*68=INT WAIT MSG ON ?

or

#68=INT WAIT MSG OFF ?

or

Press to access the Service Menu.

*** 6 8 or # 6 8**

Enter the code for activating or deactivating internal MWI.

INT WAIT MSG ON

The display shows that this feature is enabled.

or

INT WAIT MSG OFF

The display shows that this features is disabled.

Enter the extension number assigned to the mail box (e.g., 12/102).

Accessing your Mailbox

To access your mailbox call the direct access number (Voice Mail Subscriber Group) and follow the Voice Mail system prompts.

You can also do the following:

- Record/Change a greeting announcement to be played when there is a call.
- Listen to the messages left in your mailbox by callers.

or

Lift the handset or press the SPEAKER key.

or

MESSAGE

MESSAGE

Select this key.

Enter the direct access code (Voice Mail Subscriber Group) for the Voice Mail system (e.g., 790).

Wait for the Voice Mail to answer the call.
Proceed with what you want to do by following the instructions given by the Voice Mail Server.

Step by step

Voice Mail Forwarding

With this feature calls that are received at a specified extension can be forwarded to a Voice Mail Server (See (→ page 48).

Leaving a message

Most callers access the called party mailbox when the called party is not at the usual workstation (Voice Mail Forwarding). On such occasions, the caller hears a greeting announcement and can leave a message at the mailbox.

For example,

The HiPath 1100 receives a call of a user who is not at the company at that particular moment. The user's extension is programmed to use the Mail Voice feature and forward the call to your mailbox. The HiPath 1100 answers the call and connects the mailbox to the Voice Mail of the user who is not available to answer it.

The caller will hear a greeting announcement and will then be able to leave a message in the mailbox.

Entry Voice Mail (EVM)

The HiPath 1100 can be equipped with an integrated voice recording capability for Voice Mail .

Your local Support Technician can configure up to 24 standard mailboxes, 2 of which can be for forwarding (Day/Night Service message). Two parallel actions can be executed: call switching and auto-answering (2 ports).

The Support Technician may authorize users to configure their own mailboxes.

A personal **Mailbox** answers the user's calls, plays a personal recorded greeting (or a default greeting) and allows the user to record his/her own message.

In addition to playing back a recorded greeting or message, a mailbox capability provides the caller access to an additional mailbox.
Example:

Step by step

– The caller hears a greeting/music while waiting for the call to be answered.
For example, "Hello. All our Attendants are busy at the moment. Please wait on the line"
– At the end of the greeting the caller may leave a message.
For example, The person you are trying to reach is not available at the moment. Please, leave your message after the tone.

Configuring a Personal Mailbox

If the Support Technician has not already configured your personal voice mailbox.

Required: Automatic mailbox configuration has been authorized by the system's Support Technician.

7 9 0 Enter the code for "Entry Voice Mail" (default = 790)

Enter the password for the mailbox (default = 1234).

Wait for the Voice Mail to answer the call.
Follow the Voice Mail prompts to make your selections.

It is recommended that you change the password after accessing your mailbox for the first time.
Only numbers are allowed (0-9). Do not use "1234" or "0000" .
If you forgot your password, please inform your Support Technician so that the default setting can be reset.

Personal Mailbox Activation

In order for calls to be answered by Voice Mail you must first configure Call Forwarding on your telephone → page 48 for destination 790 (=Entry Voice Mail). When the DISA feature → page 37 is activated, calls made to your phone number can be forwarded to your Entry Voice Mail.

Checking you Personal Mailbox

Messages stored in your mailbox are indicated on your telephone as follows:
- An audible tone is heard when you lift the handset.

Step by step

- The "Mailbox" key blink, if this feature has been configured → page 54.
- The number of messages stored is shown on the display. For example, "3 new messages".

Select the blinking key.

or

7 9 0

Enter the code for "Entry Voice Mail" (default = 790)

or

Select and press to confirm.

Enter your personal mailbox password (default = 1234).

Wait for the Voice Mail to answer the call.
Follow the Voice Mail prompts to make your selections.

From a different internal extension

7 9 0

Enter the code for "Entry Voice Mail" (default = 790)

Enter your personal mailbox password (default = 1234).

Enter your mailbox number (the same as your internal extension number).

Wait for Voice Mail to answer the call.
Follow the Voice Mail prompts to make your selections.

From an external telephone

Connect to your HiPath 1100.
Enter the MSN designated to your EVM by the system's Support Technician (check with the Support Technician).

or

If Call Forwarding to Entry Voice Mail is activated:

+ *

Enter your external number (MSN) and press the Star (*) key during the message playback.

Enter your personal mailbox password (default = 1234).

Enter your mailbox number (the same as your internal extension number).

Wait for Voice Mail to answer the call.
Follow the Voice Mail prompts to make your selections.

Step by step

If your HiPath 1100 is configured for "...Using Automatic Seizure of an Active External Line" (consult your system's Support Technician) press the Flash key before selecting your mailbox.

With Pulse Dialing phones you must use Suffix Dialing (MF) → page 43.

Second Attendant[1]

When a Second Attendant is configured, it receives calls forwarded by the First Attendant (an extension or group) to the Second Attendant (an extension or group). This occurs when the First Attendant is not available or does not answer the call within a specified period of time.

[1] A Second Attendant may also consist of a Fax/DID
Refer to the Programming Manual: Programming an Extension - Second Attendant for MSN, and Programming an External Line - Timeout for a Second Attendant to Answer a Call on an External Analog Line.

Step by step

Groups[1]

A Group consists of extensions joined by type or proximity. Its goal is to prevent calls from going unanswered when an extension is busy or absent.

Call Groups (CG)

When a call to a Call Group (CG) is received, it rings at all the extensions for that group. The first user (telephone) to answer the call initiates conversation with the caller. Once the call is answered the other telephones stop ringing.

Calling a Call Group (CG)

Enter the Call Group number.

- **7 7 0** to **7 7 9** = Call Group (CG);

Wait for the call to be answered. Initiate conversation.

Hunt Groups (HG)

The Hunt Group (HG) feature allows you to configure extension groups which are then assigned for answering calls directed to a specific number (up to 10 Hunt Groups, from 780 to 789).

When a Group receives an incoming call, the call rings at one extension at a time. If an internal or external call is not answered after a specified timeout, it rings at the next extension, and so on, until it is answered by an available extension. The selection of an extension where unanswered calls should ring is made in two different ways: linear or round-robin.

- A linear search always starts from the first extension in the group.
- A round-robin search starts after the last extension selected.

Calling a Hunt Group (HG)

Enter the Hunt Group number.

- **7 8 0** to **7 8 9** = Hunt Groups (HG);

Wait for the call to be answered. Initiate conversation.

[1] See Programming an Extension - Groups, in the Programming Manual.

Step by step

Hunt Group (HG) and Call Group (CG) Login and Logout[1]

Hunt Group (HG) and Call Group (CG) login and logout allow an extension to join or exit one or more of its groups at anytime.

Group Login/Logout

Select and press to confirm.

or

or

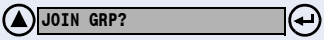
*** 8 5 or # 8 5** Enter your group login (ON) or logout (OFF) code.

or

Press the "GP LOGON/GP LOGOFF" key.

or

In the event that the extension belongs to more than one Group



Select and press to confirm.

or

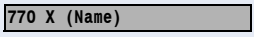
or

*** 8 5 or # 8 5** Enter your group login (ON) or logout (OFF) code.

or

Press the "GP LOGON/GP LOGOFF" key.

or



If an "X" appears next to the group number (e.g., 770) it means that a ringing signal for this group is enabled.

[1] Each group member or non-member can also be accessed through its extension number.

Step by step

If a name has been stored for this group, it will be displayed (if configured by the system's Support Technician).

or

`770 (Name)`

If an X does not appear, it means that the ringing signal is disabled.

or

Enter the Call Group number.

- **7 7 0** to **7 7 9** = Call Group (CG);

or

Enter the Hunt Group number.

- **7 8 0** to **7 8 9** = Hunt Groups (HG);

`NEXT?` ↵

Press to confirm. The next number in the group will be displayed.

or

▲ `JOIN GRP?` ↵

Select and press to confirm.
The ringing signal for the group displayed is enabled.

or

▲ `LEAVE GRP?` ↵

Select and press to confirm.
The ringing signal for the displayed group is disabled.

or

▲ `= LV ALL GRPS?` ↵

Select and press to confirm.
The ringing signal for all groups is disabled.

or

#

Enter the code for "LV ALL GRPS".

or

▲ `* = RJN ALL GRP?` ↵

Select and press to confirm.
The ringing signal for all groups is enabled again.

or

*****

Enter the code for "ALL GRP ON".

Step by step

UCD Subscriber Groups[1]

Each UCD (Uniform Call Distribution) Subscriber Group is formed by a maximum of 32 extensions. These extensions are assigned to answer calls destined to a specific number that identifies the group.

The users of these extensions are called Agents.

Calling a UCD Group

Enter the UCD group number.

- 7 9 0 to 7 9 9 = UCD Group

Wait for the call to be answered. Initiate conversation.

UCD Group Login/Logout[2]

Allows an Agent, at anytime, to enter a group to which he/she belongs.

Group Login/Logout

GP LOGON? Select and press to confirm.

or

GP LOGOFF?

or

* 4 0 1 or # 4 0 1 Enter the code to login or logout of the UCD group.

or

GP LOGON/GP LOGOFF Press the "UCD GP LOGON/LOGOF" key.

or

GP LOGON/GP LOGOFF

[1] Internal or external calls to a UCD Subscriber Group are routed to the extension that has been free the longest. Calls made to a specific extension do not affect the way calls are distributed. Login/Logout, Available/Unavailable, and Processing Later activity is recorded for statistical purposes only. For more details see Programming an Extension - UCD Subscriber Group in the Programming Manual.
UCD Subscriber Groups are used for Voice Mail functions.

[2] Once an Agent is connected (logged in) to a group, the Agent will be automatically disconnected (logged out) from the previous group.
When a UCD Agent activates Call Forwarding, the Agent is automatically logged out of the group. When the Agent is logged into the group, Call Forwarding is deactivated. When a UCD Agent activates Call Forwarding - No Answer, the Agent's status becomes Unavailable.
When the status is Available, Call Forwarding is deactivated. Deactivating Call Forwarding does not affect the UCD Agent status.

Step by step

In the event that the extension belongs to more than one Group

GP LOGON? ↵

Select and press to confirm.

or

GP LOGOFF? ↵

or

* 4 0 1 or # 4 0 1

Enter the code to login or logout of the UCD group.

or

GP LOGON/GP LOGOFF ○

Press the "UCD GP LOGON/LOGOF" key.

or

GP LOGON/GP LOGOFF ●

---

790 X (Name)

If an X appears next to the group number (e.g., 790) it means that the ringing signal for this group is enabled.

If a name has been stored for this group, it will be displayed (if configured by the system's Support Technician).

or

790 (Name)

If an X does not appear, it means that the ringing signal is disabled.

or

Enter the UCD group number.

- 7 9 0 to 7 9 9 = UCD Group

NEXT? ↵

Press to confirm. The next number in the group will be displayed.

or

GP LOGON? ↵

Select and press to confirm.
The ringing signal for the group displayed is enabled.

or

GP LOGOFF? ↵

Select and press to confirm.
The ringing signal for the displayed group is disabled.

or

Step by step

UCDGRP ON/OFF?

Select and press to confirm.
The ringing signal for all groups is enabled/disabled.

Available/Unavailable Agent for a UCD Group

Enables an Agent to start receiving calls within a group or to stay away from the group, for example, in the event of a meeting.

Available/Unavailable Agent

GP AVAIL ?

Select and press to confirm.

or

GP UNAV ?

or

* 4 0 2 or # 4 0 2

Enter the code to become available or unavailable in the UCD Group.

or

GP AVAIL/GP UNAV UCD

Press the " UCD GP AVAIL/UNAV" key

or

GP AVAIL/GP UNAV UCD

UCD Agent in Service/Out of Service

It allows an Agent to resume receiving calls in a group once he/she is available again.

Or it prevents an Agent from receiving calls within a group when he/she is busy with a request, such as a customer's inquiry.

Agent In Service/Out of Service

WORK ON?

Select and press to confirm.

or

WORK OFF?

or

* 4 0 3 or # 4 0 3

Enter the code to switch the state to In Service or Out of Service.

or

IN SERVICE / OUT OF SERVICE

Press the "IN SERVICE / OUT OF SERVICE" key.

Step by step

or

IN SERVICE / OUT OF

Collect Call Barring

When this feature is activated, the system automatically rejects all incoming collect calls over a digital line. Calls received over an analog line are rejected only at the moment they are answered.

Types of Collect Call Barring:

- Collect Call Barring by Extension
  (see Programming an Extension - Collect Call Barring by Extension, in the Programming Manual)
- Collect Call Barring for a UCD Subscriber Group
  The system bypasses Collect Call Barring for members and non-members of the UCD Group. This means that Collect Call Barring is only acknowledged.
  (see Programming an Extension - Collect Call Barring for a UCD Subscriber Group, in the Programming Manual -)
- Collect Call Barring for Fax/DID
  Call Barring will not work in the case of calls transferred to a Fax/DID.
  (see Fax/DID - Collect Call Barring for Fax/DID, in the Programming Manual)

Overflow extension[1]

An overflow extension only receives calls when the extension that was called is not available, that is, when it is busy, there is no answer, or the number called does not exist.

Examples:

- The extension called is activated for room monitoring (Babyphone)
- The extension that was programmed as the first attendant is currently assigned as Door Opener
- No First Attendant has been configured for the extension

Another way to access an Overflow extension is by dialing its internal number

[1] The Overflow Extension cannot be configured or used for Fax (see Programming an Extension - Overflow Extension, in the Programming Manual).

Step by step

Miscellaneous functions

Changing the Password for the Electronic Lock

This is a security feature that protects against unauthorized use by setting a personal password.

Press to access the Service Menu.

*93=CHNG PIN?

Select and press to confirm.

or

✱ 9 3

Enter the code for changing the password.

Enter the current 5-digit password for the electronic lock (default is 00000).

Enter a new password.

Confirm the new password.

If you forget your password, contact your system's support technician to reset the default password "00000".

Electronic Lock[1]

The electronic lock allows the user to prevent unauthorized persons from making calls from that particular extension.

When an extension is configured for using a special Class of Service (see Main Configurations – Special Class of Service for a Blocked Extensions, in the Programming Manual) it will allow specific functions. For instance, when an electronic lock is activated for an extension authorized for international calls, that extension will only allow local calls (seeTechnical Support).

CHGOVR ON ?

Select and press to confirm.

or

[1] It will be possible to make external calls using the Speed Dial phonebook or an authorized password for that specific extension. When an extension is blocked, a distinctive dial tone is heard when the handset is lifted.

Step by step

CHGOVR OF ?

or

*** 6 6** or **# 6 6** Enter the code for deactivating the electronic lock.

Enter your 5-digit password (the default is: 00000).

LOCK PHONE

The display shows that this feature is enabled.

or

UNLCK PHONE

The display shows that this features is disabled.

Music on Hold

This feature plays pre-programmed music during the time an external call is on hold (see General Programming - Music on Hold in the Programming Manual).

The music can be heard, for instance, through a system telephone speaker, as background music.

MOH ON?

Select and press to confirm.

or

MOH OFF

or

*** 9 4 1 0** or **# 9 4 1 0** Enter the code for deactivating Music on Hold.

PLAY SYS MUSIC

The display shows that this feature is enabled.

or

SYS MUSIC STOP

The display shows that this features is disabled.

Step by step

Busy signal when extension is busy

This features allows all telephones in the "Busy Signal" Group to automatically switch to a busy signal when a member of the group has a call in progress (see Programming a Digital Trunk - Busy Signal, in the Programming Manual).External calls do not ring (on digital lines the caller hears a busy signal).

This is useful when there is only one person of the group available and this person does not want to interrupt the conversation in progress.

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*9411=BBB ON

or

#9411=BBB OFF

or

9411 or **#9411**

Enter the code for deactivating Busy Signaling.

BBB ON

The display shows that this feature is enabled.

or

BBB OFF

The display shows that this features is disabled.

Language/Country Settings

This allows to configure the system specifically according to the country.

Language and currency settings for the telephone display can also be configured.

Required: The extension has permission to use this feature.

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*9412=CTRYDEF

or

9412

Enter the code for selecting a country.

Step by step

Enter the country code (up to 8 digits).
The code is stored and the system is restarted.

Country	Code
Brazil	14463075
Chile	30259680
Portugal	37496521
Vietnam	48220818
Thailand	50692539
Ukraine	50889647
Mexico	51911111
Pakistan	51951328
Greece	52632505
French (IM)	52633110
Venezuela	56589679
South Africa	58049590
Russia	64243015
Canada	67831496
Singapore	74857265
Peru	75051002
Malaysia	76010255
English (IM)	85315585
Spain	96149549
China	98245912
China2	98245924
Spanish (IM)	98256348
India	98274553
Argentina	99195953
Philippines	99251479
Turkey	53951509

Step by step

Country	Code
Latvia	23730903
Lithuania	54369901
Italy	70129594
Australia	99168546
United Kingdom	54721445

Step by step

Relay[1]

The relay on the HiPath 1120 music module is used to control all peripheral equipment, such as the Door Opener, etc.

Press to access the Service Menu.

*90=RELAY ON?

Select and press to confirm.

or

#90=RELAY OFF?

or

* 9 0 or # 9 0

Enter the code for activating or deactivating the relay.

If a Fax/DID feature was configured...

The relay can be controlled by a remote MF telephone

Required: The remote telephone must have a conversation in progress with the system's programming extension.

Press to access the Service Menu.

*90=RELAY ON?

Select and press to confirm.

or

#90=RELAY OFF?

or

* 9 0 or # 9 0

Enter the code for activating or deactivating the relay.

Enter the system password at the remote telephone (the default is: 31994).

Relay Status Check

This feature allows you to check if the relay is On or Off.

Required: System Telephone with a display.

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*9414=RLA CHK

[1] Activate (contacts closed) or Deactivate (contacts open) the relay immediately or after a specified time (see Relay and Sensors in Programming Manual, HiPath 1120).

Step by step

or

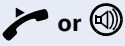
*9414 Enter the code for checking the status of the relay.

Activating/Deactivating a General Alarm

If the Support Technician configured the alarm feature for your extension, it will ring whenever there is an alarm condition on the HiPath 1100.

Answer the call to acknowledge that the alarm was detected. If the alarm call is not acknowledged, a new attempt at a call will be made (as programmed) and the extension will ring again.

Required: The display shows "CALL: RLA CHK..." and your telephone will ring three times (three short beeps) at 4-second intervals.

 Lift the handset or press the SPEAKER key.

Replace the handset or press the SPEAKER key

Deactivating a General Alarm

If an alarm system has been activated, in addition to the alarm signal, it can be deactivated.

#9414 Enter the code for deactivating a general alarm.

Enter the access code (default is 31994).

Step by step

Alarm clock

The Alarm Clock allows you to program an extension to send the user a reminder at a specific time, at fixed time intervals or cyclically.

To use this feature you must specify and store the time when the reminders alerts should be sent. Time alerts can be set for:

- Daily reminders
- Daily except weekends
- A reminder after a specified period of time
- A reminder for a specific date

Scheduling Time Reminders

Press to access the Service Menu.

*46=ALARM ON?

Select and press to confirm.

or

*** 4 6**

Enter the code for setting the alarm clock.

1= DAILY?

Select and press to confirm the type of scheduled time reminder you want.

or

2=NOT WEEKEND

or

3=AFT TIMEOUT

or

4=SPEC DAY

or

1 or 2 or 3 or 4

Enter an option.

For Type 4 timed reminder only

Enter the day, month, hour, minutes (e.g., 05080830 for August 5, 8:30 a.m..

SAVE?

Press to confirm.

or

If you make a mistake:

Step by step

PREVIOUS? ↵ Select and press to confirm. All digits that were entered are deleted and the display returns to the Time Reminder options.

Enter the hour in a 4-digit format. For example, 0905 for 9:05 a.m. or 1430 for 2:30 p.m.

SAVE? ↵ Press to confirm.

or

If you make a mistake:

PREVIOUS? ↵ Select and press to confirm. All digits that were entered are deleted and the display returns to the Time Reminder options.

Deleting/Checking a Scheduled Time Reminder

Press to access the Service Menu.

#46=ALARM OFF ? ↵ Select and press to confirm.

or

 # 4 6 Enter the code for deleting a Time Reminder.

DELETE? ↵ Press to confirm.

or

END? ↵ Select and press to confirm.

Scheduled Time Reminder Call

Required: A time reminder was scheduled.

TIMED REMIND The telephone rings. The scheduled time is displayed.

or Lift the handset or press the SPEAKER key.

Step by step

COS (Class of Service) Changeover[1]

The COS Changeover feature authorizes the user to use a different system extension temporarily to make calls as if he was at his own extension but with a lower class of service.

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*508=WLKNG COS?

or

* 5 0 8

Enter the code for COS Changeover.

Enter the extension number for which you have authorization (e.g., 11/101).

Enter the 4-digit password for the electronic lock (default is 0000).

Enter the code for accessing an external line.

Wait for a dial tone.

Enter the external number you want to call.

Wait for the call to be answered. Initiate conversation.

Once the handset is on-hook, the extension can use its regular class of service.

Data Protection[2]

The Data Protection feature prevents audio signals generated by the system from affecting data equipment connected to the extension, such as faxes, modems, Internet connections or answering machines.

Press to access the Service Menu.

*490=CW TRM ON?

Select and press to confirm.

or

[1] COS Changeover must be enabled in order for an extension to use another extension (see Main Configurations - COS Changeover in the Programming Manual).

[2] Data Protection cannot be activated if the extension is configured as an Overflow Extension or as an Attendant Console.
If an extension is a MSN Attendant console and this feature is activated, external calls will be forwarded to an overflow extension.

Step by step

▲ #490=CW TRM OFF? ↵

or

*** 4 9 0 or # 4 9 0** Enter the code for deactivating Data Protection.

Call Waiting Signaling Tone

With this features you can block/allow a second call to automatically send a signal (call waiting) when a conversation is in progress.

Required: The extension being called is busy.

Press to access the Service Menu.

▲ MORE FEATURES ? ↵ Select and press to confirm.

▲ #87=WAIT ON? ↵

or

▲ *87=WAIT OFF? ↵

or

 # 8 7 or * 8 7 Enter the code for activating or deactivating the call waiting signal.

Step by step

Deactivating a Feature

The feature Function Deactivation allows an extension to deactivate the following features simultaneously:

- Call Forwarding (Conditional and Immediate Unconditional)
- Headset
- Do Not Disturb
- Do Not Disturb
- Data Protection
- Alarm clock
- Callback
- Urgent Call
- Speakerphone Auto-Answering Mode

Press to access the Service Menu.

Select and press to confirm.

or

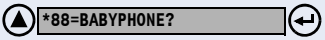
**0** Enter the code for activating the features.

Room Monitor[1]

A Room Monitor (Babyphone) uses a telephone handset as a microphone to capture audio signals in a room.

Activation

Press to access the Service Menu.



Select and press to confirm.

or

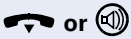
***** **8** **8** Enter the code for activating the Room Monitor feature.

or Lift the handset and position it facing the object to be monitored. Or press the SPEAKER key.

[1] When the Fax/DID module is installed, you can monitor an environment even from an external telephone. After the answering message completes, enter the extension number assigned to the feature, then enter the extension password (same as the electronic lock).
This cannot be activated for an overflow extension or members of a Hunt Group.

Step by step

Deactivation



Replace the handset or press the SPEAKER key

Room Monitor

... From an Extension

Enter the extension number for the room you want to monitor (e.g., 11/101).

Wait. The user calls the extension assigned to the feature to hear the audio signals present.

... From an External Telephone

Required: The telephone must be a DTMF telephone or you must be able to switch it to DTMF. The telephone is not connected to the system.

Connect to the HiPath 1100. Enter the DISA-MSN number (ask your Support Technician).

Wait for a continuous tone (if necessary, switch to DTMF) then enter your internal number and the lock's password.

Enter the number for the extension to be monitored.

Wait. The user calls the extension assigned to the feature to hear the audio signals present.

Night Service[1]

The Night Service feature activates DIDs on the Night Table. It can be enabled or disabled at any system extension.

When Night Service is ON --for example, at lunch time or after business hours-- all external calls are forwarded to a specified internal extension (Night destination). An extension's category may be changed.

The Night Service extension and the required password for activation/deactivation are specified by the system's Support Technician.

[1] Extensions are configured during system programming (see Programming an Extension - Night Service in the Programming Manual).
If Night Service is ON, a distinctive tone will be heard when you lift the handset.
An extension's category may be changed.

Step by step

The Support Technician may also specify a time for automatically activating/deactivating Night Service. Automatic Night Service does not function when Manual control is on.

NT ANS ON/OFF

Select and press to confirm.

or

NT ANS ON/OFF

Select and press to confirm.

or

* 4 4 or # 4 4

Enter the code for activating or deactivating Night Service.

or

NIGHT SERVICE

Press the "NIGHT SERVICE" key.

or

NIGHT SERVICE

Enter your 5-digit password (the default is: 31994).

Call Forwarding when there is no answer on a digital line

In some circumstances incoming calls over an digital line are forwarded to an Overflow extension after a specified timeout:

1. When no MSN number is assigned to an extension number.
2. When a MSN number is assigned to an extension number. The MSN number incoming call rings at the extension assigned to it. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension.
   "Call Forwarding - No Answer With Timeout" is set using the code 30.
3. When an MSN number is assigned to an extension number. The extension assigned is configured for a second Attendant using the code "*14". The MSN number incoming call rings at the extension assigned to it. If a call is not answered after a specified timeout (default of 30 seconds), the system again reroutes the call to an extension configured as Second Attendant. If the call is still not an-

Step by step

swered after the specified timeout (default is 30 seconds), the call is rerouted to the Overflow extension.

4. When an MSN number is assigned to an extension number. The extension assigned is forwarded to another extension. The incoming MSN call will ring at the Call Forwarding extension destination. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension.
5. When an MSN number is assigned to an extension number. The extension assigned is not able to receive a Call Forwarding signal. For example, it may be configured for Data Protection.

Door Opener[1]

The Door Opener feature allows a programmed extension to open a specified door.

Required: The call is made to the Entrance Telephone.

or

Lift the handset or press the SPEAKER key and Identify the person who wants to enter.

DOOR OPENER?

Press to confirm.

or

Press to access the Service Menu.

*61=OPEN DOOR?

Select and press to confirm.

or

* 6 1

Enter the code for opening the door.

or

OPEN DOOR

Press the "OPEN DOOR" key.

[1] In order to use this feature the system must be equipped with an Entrance Telephone and a Door Opener.
Extensions authorized to open doors are configured during system programming (see Entrance Telephone in the Programming Manual).
An urgent call warning tone is played when the extension configured to answer the Entrance Telephone is busy.

Step by step

Activating System Programming

The System Programming Mode allows extension 11 on the HiPath1120/1150 and extension 101 on the HiPath 1190 to access the programming codes and change system features.

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*95=SYSADMIN?

or

* 9 5

Enter the code for programming.

Enter your 5-digit password (the default is: 31994).

Enter the codes and their complements according to Programming Manual.

Remote Configuration[1]

The Remote Configuration feature allows for the remote configuration of the HiPath 1100.

Using a MF Telephone

Required: The programming extension must have a conversation in progress with the remote programmer.

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*991=ADM. REM. ?

or

* 9 9 1

With a conversation in progress enter the programming extension code to transfer control of the HiPath 1100 to the remote programmer.

[1] If the system's serial port is connected to a modem with access to a telephony network, and the remote PC has a modem installed, remote configuration can be carried out using the HiPath 1100 System Managerapplication. Ask your Support Technician how to do this.

Step by step

The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.

To set the required configuration, proceed as if the remote telephone was locally connected to the system.

If there is a DID installed

If the system is equipped with a Fax/DID module programmed as an external line DID.

*95

Enter the code using a remote MF telephone after the call is answered.

The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.

To set the required configuration, proceed as if the remote telephone was locally connected to the system.

If an external programmer does not carry out the programming within a specified time period, the remote configuration process times out.

Using the HiPath 1100 System Manager application[1]

Required:

- Analog line: The system's serial port as well as the remote PC must be connected to a modem with access to the telephone network.
- Digital line: The S_0 Option Module must be connected to a ISDN-type digital line, and the remote PC must have an ISDN modem installed and connected.

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*992=REMOTE ADMIN ON ?

or

*992

At the programming extension enter the code for enabling remote configuration/upgrade.

[1] The system must be enabled during a conversation by configuring certain parameters (see General Programming - Remote Configuration in the Programming Manual). For more information on how to use the HiPath 1100 Manager application refer to the instructions in the Help file.

Step by step

The system will be available for remote configuration via the application for a specified time period.

Fax Received

If the system has a Fax/DID Module and a fax machine, you can program a key to indicate when a fax was received.

Required: Fax/DID Module installed and configured.

Press to confirm.

or

Press the "FAX RECD" key.

Associated Group[1]

The Executive/Secretary provides quick access to extensions that must communicate continually. With this feature many non-Executive extensions (Secretaries) can be assigned to one Executive telephone.

Required: The Associated Group feature must be configured (see Programming an Extension - Associated Group, in the Programming Manual),

For example, by using "Programming the Keys" on system telephones, you can program "Direct Communication Call" (code *80) + destination extension (Secretary, for Executive extension; Executive for Secretary extension) for Executive and Secretary extensions.

When the programmed key is activated, the extensions enter conversation mode (the speaker at the extension called is activated). If the Executive extension initiates the call, it is able to talk and listen. If a Secretary extension initiates the call, however, it can only listen since Mute mode is activated at the Executive extension. To prevent automatically activating Mute mode, you must activate "Speakerphone Auto-Answering Mode" (*96) for the Executive extension.

[1] There are 8 groups available with a maximum of 16 extensions for each group. An Associated Group is assigned to each executive telephone. An non-Executive extension can be used as Secretary telephone for many groups at the same time.

Step by step

Redial

When using E821 ST System Telephones, the last number dialed is stored and can be redialed by pressing the Redial key or a key programmed for such a function (the first of the programmable keys).

REDIAL

Press the "REDIAL" key.

or

Press the Redial key on the E821 ST telephone.

Call Charge Consultation[1]

If call charges for calls made have been established, the system will have the ability to show the totals for the calls on the displays of system telephones.

For the current call:

The call charge is shown on the display at the end of the call (Standard)

If you would like to see the charges while the calls are in progress, ask your system's Support Technician to request activation of the AOCD (Advice of Charge During the Call) facility from your local Carrier.

Depending on the Carrier, toll-free calls will also be shown. Before or during a call the display will read "FREE OF CHARGE".

When a call is transferred the call charge is assigned to the extension that received the transfer.

For all calls that were made and have a remaining balance:

First, the total charges are displayed (total for all calls made). After five seconds the remaining balance is displayed, if the Support Technician has configured a Call Charge limit.

Press to access the Service Menu.

*65=SHO CHRGS ?

Select and press to confirm.

or

✱ 6 5

Enter the code for activating Call Charge Consultation.

[1] Call Charge ticketing must be programmed in the system (see General Programming - Call Charge in the Programming Manual).

Step by step

Programming the Keys[1]

The Key Programming feature allows an extension to assign functions to a system telephone's programmable keys.

Procedure for programming the keys

Press to access the Service Menu.

*91=PROG KEY? — Select and press to confirm.

or

* 9 1 — Enter the code for programming a key.

Select a programmable key. If the key is already programmed for another function, this infomration will be displayed.

CHANGE KEY? — Press to confirm.

CONFERENCE ? — All programmable features are shown. Select a feature and press to confirm. For example, "CONFERENCE".

Optional

SAVE INCOMP ? — Select and press to confirm.

Some features (for example, CALL FORWARD or NIGHT ANSWER) may be saved when incomplete. That is, subsequently, after pressing a key to activate a feature, it may be necessary to complete the entry.

SAVE? — Press to confirm.

or

If you make a mistake:

PREVIOUS? — Select and press to confirm. All digits that were entered will be deleted.

EXIT? — Press to exit.

or

ANOTHER KEY? — Select and press to confirm.

[1] For system telephones without a display, only the "Store key number" can be programmed. Other functions can only be programmed using the HiPath 1100 System Manager.

Step by step

The feature can now be activated by pressing the key. For features that can be activated or deactivated, such as "DO NOT DISTURB", simply press the appropriate key once to activate it and then again to deactivate it.

Features for Programmable Keys

Programmable keys can be set to enable the following features:

Feature	Function
Door Opener	→ page 82
Speed Dialing	→ page 21
UCD Agent in Service/Out of Service	→ page 66
Answering a Call on Hold	→ page 46
Speakerphone Auto-Answering Mode	→ page 33
Using a Temporary MSN for Making a Call	→ page 38
Electronic Lock	→ page 68
Pickup - Group	→ page 47
Pickup - Individual	→ page 47
Cost Code	→ page 44
Urgent Call/Recall when Busy	→ page 31
Direct Communication Call	→ page 33
Conference	→ page 41
Consultation	→ page 39
Call Charge Consultation	→ page 86
Recall	→ page 29
Alarm clock	→ page 75
Call Forwarding - When there is no answer	→ page 49
Call Forwarding on a Digital Line	→ page 95
Parking	→ page 42

Step by step

Feature	Function
Fax Received	→ page 85
Headset	→ page 93
Group of external lines	→ page 19
Malicious Caller ID (Call Trace)	→ page 97
Message Waiting Indicator (MWI)	→ page 54
Override	→ page 30
Caller Lists	→ page 25
Hunt Group (HG) and Call Group (CG) Login and Logout	→ page 62
UCD Group Login/Logout	→ page 64
Storing a phone number in a programmable key	→ page 93
System Error Messages	→ page 100
Room Monitor	→ page 79
Silent Monitoring	→ page 31
Do Not Disturb	→ page 52
Toggle	→ page 41
Phonebook Search	→ page 24
Suffix Dialing	→ page 43
Programming the Procedure Key	→ page 90
Data Protection	→ page 77
Recovering a Call on Hold	→ page 43
Restriction for sending MSN	→ page 97
Night Service	→ page 80
Busy signal when extension is busy	→ page 70
End key	→ page 91
Virtual Keypad	→ page 93
Transfer	→ page 40

Step by step

Programming the Procedure Key

You can store numbers and functions that include more than one action, that is, you can assign multiple commands to a single telephone key.

Thus it is possible, for instance, to store a Cost Code function with all its required data (cost code + external number) to a single key.

You can also store number that require additional data.

Press to access the Service Menu.

*91=PROG KEY ? — Select and confirm.

or

* 9 1 — Enter the code for programming a key.

Select a programmable key. If the key is already programmed for another function, this infomration will be displayed.

CHANGE KEY? — Press to confirm.

PROCEDURE KEY ? — Select and press to confirm.

Enter the procedure, for example: "*60**231#041123456**"

- *60 = Cost Code
- 231# = Cost Code
- 041123456 = External destination number.

SAVE? — Press to confirm.

or

If you make a mistake:

PREVIOUS? — Select and press to confirm. All digits that were entered will be deleted.

EXIT? — Press to exit.

or

ANOTHER KEY? — Select and press to confirm.

Step by step

The number sequence assigned to the key is called when the key is pressed.
For procedures with features that can be activated/deactivated, press the key to activate and press it again to deactivate the feature.
The Procedure key can also be activated during a call. The numbers are stored in the memory and automatically sent as MF signals.
You can also insert interdigit pauses into the dialing procedure.

Printing Key Labels

This feature allows you to print labels for programmable keys according to the functions for which they are configured, including Operator Terminal functions.

This service is available on HiPath 1100 Manager (Advanced Configuration -> Programming the Keys -> Printing Labels). It opens a Microsoft Word document with a label template. Users can configure labels and specify key names, font colors, font size, number of copies to be printed, etc.

The document is created in Microsoft Word 97 format, therefore, earlier versions of Word may not be able to open the file.

End key

In the event that this key is pressed when the extension is receiving an incoming call, the call will be disconnected. When using a headphone, this key acts as the hook.

Press to access the Service Menu.

*91=PROG KEY ?

Select and press to confirm.

or

* 9 1

Enter the code for programming a key.

Select a programmable key. If the key is already programmed for another function, this infomration will be displayed.

CHANGE KEY?

Press to confirm.

RELEASE CALL?

Select and press to confirm.

Step by step

SAVE? ↵ Press to confirm.

or

If you make a mistake:

▲ PREVIOUS? ↵ Select and press to confirm. All digits that were entered will be deleted.

EXIT? ↵ Press to exit.

Deleting Key Assignment

⇨ Press to access the Service Menu.

▲ *91=PROG KEY ? ↵ Select and press to confirm.

or

*** 9 1** Enter the code for programming a key.

● Select a programmable key. If the key is already programmed for another function, this infomration will be displayed.

▲ Delete Key? ↵ Press to confirm.

EXIT? ↵ Press to exit.

Features for Programmable Keys only on the HiPath 1100 Manager

Programmable keys can be set to enable the following features HiPath 1100 Manager:

Feature	Function
Music on Hold	→ page 69
Call Waiting Signaling Tone	→ page 78
Redial	→ page 86
Internal call	→ page 18

Step by step

Virtual Keypad

With the "Virtual Keypad" an increased number of programmable keys becomes available. The same key is used to indicate the status of two different features. For example, on the main keypad it indicates when Night service is enabled, and on the virtual keypad it activates the Room Monitor feature.

In order to program a "Virtual Keypad" you must first press the "Virtual keypad" key then proceed by programming the key (*91)

This key will indicate which keypad is in active mode.

VIRTUAL KEYPAD ○ Indicates that the "Virtual Keypad" is active.

VIRTUAL KEYPAD ● Indicates that the "Main Keypad" is active.

Headset[1]

A device to enable the use of a headphone can be installed on system telephones to provide the user more comfort and freedom of movement.

Required: A headphone must be installed.

Press to access the Service Menu.

▲ MORE FEATURES ? ↵ Select and press to confirm.

▲ *492=HST ON/OF? ↵

or

▲ #492=HST ON/OF? ↵

or

*** 4 9 2 or # 4 9 2** Enter the code for activating or deactivating the headset.

Storing a phone number in a programmable key

For each key on the telephone set or additional terminal that has not been programmed you can store a telephone number that you dial frequently.

[1] When the headset is activated, the regular handset is deactivated and the End key becomes a Hook Flash key. To get off-hook the user must select a menu option when answering incoming calls.

Step by step

System Telephone with a display.

Press to access the Service Menu.

*91=PROG KEY ? — Select and press to confirm.

or

* 9 1 — Enter the code for programming a key.

Select a programmable key. If the key is already programmed for another function, this information will be displayed.

CHANGE KEY? — Press to confirm.

REPDIAL KEY? — Select and press to confirm.

Enter the extension or external line number (e.g., 11/101).

SAVE? — Press to confirm.

or

If you make a mistake:

PREVIOUS? — Select and press to confirm. All digits that were entered will be deleted.

EXIT? — Press to exit.

System Telephone without a display.

* 9 1 — Enter the code for programming a key.

Select a programmable key. If the key is already assigned, the programmed function will be overwritten.

Enter the extension or external line number (e.g., 11/101).

When an internal number is programmed, the key light turns on to indicate when an extension is being used.

Configuration of date and time

If authorized, you can set the HiPath 1100 date and time. The date and time can be shown on your system telephone display.

Step by step

Press to access the Service Menu.

MORE FEATURES ? — Select and press to confirm.

SET SYS CLOCK

Enter the date (day, month and year) in a 6-digit format. For example, 110903 for November 9, 2003.

SAVE? — Press to confirm.

or

If you make a mistake:

PREVIOUS? — Select and press to confirm. All digits that were entered will be deleted.

Enter the time (hour and minutes) in a 4-digit format. For example, 0905 for 9:05 a.m. or 1430 for 2:30 p.m.

SAVE? — Press to confirm.

or

If you make a mistake:

PREVIOUS? — Select and press to confirm. All digits that were entered will be deleted.

Special functions for ISDN lines

Call Forwarding on a Digital Line

The Call Forwarding on a Digital Line feature allows re-routing calls to an external number.

TRK FW ON? — Select and press to confirm.

or

* 6 4 — Enter the code for activating Call Forwarding.

1=IMMEDIATE? — Enter the type of Call Forwarding wanted.

or

2=ON NO ANSWR?

or

3=ON BUSY?

Step by step

or

1 **or** **2** **or** **3** Enter an option.

Enter the external destination number (without external code).

SAVE? Press to confirm.

When making a PMP call: Enter the MSN/DID number assigned to the extension.

SAVE? Press to confirm.

or **If you make a mistake:**

PREVIOUS? Select and press to confirm. All digits that were entered are deleted and the display returns to the Call Forwarding options.

Deactivation of Call Forwarding

TRK FW OF? Select and press to confirm.

or

**6** **4** Enter the code for deactivating Call Forwarding.

1=IMMEDIATE? Enter the type of Call Forwarding wanted.

or

2=ON NO ANSWR?

or

3=ON BUSY?

or

1 **or** **2** **or** **3** Enter an option.

Enter the Call Forwarding MSN.

SAVE? Press to confirm.

or **If you make a mistake:**

PREVIOUS? Select and press to confirm. All digits that were entered are deleted and the display returns to the Call Forwarding options.

Step by step

If Call Forwarding is activated, the display will show "MSN TO:" and a distinctive dial tone will be heard when you lift the handset.

Malicious Caller ID (Call Trace)[1]

Allows a local carrier to identify external and malicious anonymous callers. The caller ID can be determined during a call or up to 30 seconds after a call. However, it is critical that the handset remains off the hook.

Required: An external call is in progress.

Press to access the Service Menu.

*84=TRACE CALL?

Select and press to confirm.

or

* 8 4

Enter the code for deactivating the trace.

Keep the handset off-hook.

Restriction for sending MSN

This features prevents your name or number from showing on the display of an external caller (check availability with your local carrier).

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*86= CALL ID SUPP

or

#86=RST C ID?

or

* 8 6 **or** # 8 6

Enter the code for activating extension number suppression.

[1] Information obtained using this features is stored by the local carrier. Check if your local carrier offers this service.

Step by step

Using Features provided by a Carrier on ISDN Lines

In some countries you may access features offered by a local carrier for ISDN lines (ask your system's technical support personnel for more information).

Press to access the Service Menu.

MORE FEATURES ?

Select and press to confirm.

*503= KEYPAD?

or

* 5 0 3

Enter the code for activating.

or

There is an external call in progress.

KEYPAD?

Select and press to confirm.

Enter the external code.

This is not necessary for external calls or when "Auto Keypad" has been activated by your technical support team.

Enter the code for activating the appropriate ISDN feature.

Wait for a confirmation tone.

For example,

- To activate Call Forwarding on the public network: *210* destination number #
- To deactivate Call Forwarding on the public network: #21#

The local carrier will provide information on which ISDN features can be enabled by code in your country (ask your system's technical support personnel for more information).

Siemens is not responsible for any damage/ costs that may be caused by improper use or handling).

Step by step

Practical Guide

Care of the Telephone

- To clean the telephone use a slightly damp cloth or an antistatic cloth. Never wipe the phone with a dry cloth!
- If necessary, you may use a diluted mild detergent (commercially available). After cleaning, thoroughly remove the detergent using a cloth dampened with water.
- Do not use alcohol-based detergents or any abrasive cleaning products.

Troubleshooting

There is no response when pressing a key:

Make sure the key is not blocked.

The telephone does not ring when receiving a call:

Make sure that the Do Not Disturb feature is activated for your extension (the display should show DO NOT DISTURB ON). If the feature is activated, deactivate it → page 52.

The telephone does not work when dialing an external number:

Make sure your telephone is not blocked (if it is, the display will show: "ELECTRONIC LOCK ON"). If the telephone is blocked, unblock it → page 68.

If there are any other problems when operating the phone:

Contact your system's Support Technician. If the problem is not solved, the Support Technician should call Technical Support.

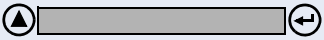
Step by step

System Error Messages

This function provides indication that an error occurred in the system. The error is signaled on the keys and on the displays of system telephones.

Required: System Telephone with a display.

Select the key programmed for indicating system error messages.



Navigate through the display to read the message and confirm.

Responding to system error messages

SYS ERR MSG

Possible cause:
An error occurred with one of the features.
Possible action:
Navigate through the display to identify the error.

PRESS TO CONFIRM

Possible cause:
Error identified.
Possible action:
Acknowledge the error and correct the problem.

NO ACCESS

Possible cause:
Dialed number is not authorized
Possible action:
Check dialed number.

Display Messages

This feature shows on the telephone display information about actions performed by the user.

Responding to display messages:

ERROR ACK

Possible cause:
This message confirms that an error has occurred.

CDR BUFFER FULL

Possible cause:
Memory space available for tickets is full. Tickets will be overwritten.

FRAUD DTCT DISA

Possible cause:
DISA password entered incorrectly at least three times.
Possible action:
Enter the correct password.

Step by step

`FRAUD  DTCT ADMN`

Possible cause:
Programming Mode password entered incorrectly at least three times.
Possible action:
Enter the correct password.

`SYS CLOCK RESET`

Possible cause:
System clock reference was changed.

`SW UPDATE FAIL`

Possible cause:
An error occurred during the remote update of the software.
Possible action:
Try again.

`POWER DOWN`

Possible cause:
A network power outage has occurred.

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Feature Codes

Symbols

Symbols	Explanation
8 8, #, ...	Enter numbers, keys, password, internal or external numbers, etc.
	Signaling with a short beep
/	Lift/Replace the handset
	Initiate conversation
	Press the Flash/Fil key.
X and Y	Numeric variables
	Feature Key/ Service Menu
Consultation	Programmable key LED ON
2nd Call	Programmable key LED OFF
	Programmable key with blinking LED
and	Navigation keys

Numbering Plan

Description	HiPath 1120	HiPath 1150	HiPath 1190
External Line	801 to 806	801 to 832	801 to 845
Extension, including S_0	11 to 30	11 to 60 610 to 645	101 to 240
Groups of External Lines	0 , 890 to 899		
Call Groups (CG)	770 to 779		
Hunt Groups (HG)	780 to 789		
UCD Subscriber Groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		
EVM - Message Ports	7491 and 7492		
EVM - Virtual Ports	744 to 747		

Description	HiPath 1120	HiPath 1150	HiPath 1190
Fax/DID - Virtual Message Ports	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		

Features

Features can be selected as follows:
1. Using the **Navigation keys** in the Main Menu
2. Using the **Feature key** then browsing the feature option list
3. Using the **Feature key** and its associated **Feature Code**;
4. **Programmable key**;
5. Using a **Feature Code**

System Telephone Features

Feature	Code
Accessing a Mailbox	Mailbox ● Key programmed as MWI
Call Charge Consultation	* 6 5
Call Forwarding	Call Forwarding ● ▦
Call Forwarding Deactivation	Call Forwarding ○
Parking	Parking ● 0 to 9 slot
Parking Resuming a call	Parking ● 0 to 9 slot
Flash on External Analog Line	⊙
Headset Activation	* 4 9 2
Headset Deactivation	# 4 9 2
Caller List	# 8 2 ▦ list ▲ ▼ and ↵
Programming a Feature for a Key	* 9 1 choose a key ● ▲ ▼ feature to be programmed and ↵
Redial	Redial ● **or** →→

Feature	Code
Speaker	Activate/deactivate speakerphone Activate/deactivate speaker
Virtual Keypad	◯ = Virtual keypad is enabled ● = Main keypad is enabled
Checking Relay Status	✱ 9 4 1 4

Seizure of an External Line

Feature	Code
External call	0 ▦
External call using a group of external lines	8 9 X ▦ external line ("X" is from 0 to 9)
Seizure of a Specific External Line	8 X Y ▦ external line ("XY" is from: 01 to 45)
Internet Access Activation	✱ 4 9 3 ▦ external line
Internet Access Deactivation	# 4 9 3 ▦ external line
External Line Reservation Busy	**1)** Wait for ♪ phone rings ▦ external **or** **2)** ✱ 5 8 Phone rings ▦ external

Functions used when making calls

Feature	Code
System Speed Dialing	✱ 7 + 0 0 0 … 2 4 9
Individual Speed Dialing	✱ 7 + ✱ X ("X" is from 0 to 4)
Individual Speed Dialing Programming	✱ 9 2 + ✱ X CHANGE? ☑ ▦ number SAVE? ☑ wait for ♪ ("X" is from 0 to 4)
Speakerphone Auto-Answering Mode Activation	✱ 9 6 wait ♪

Speakerphone Auto-Answering Mode Deactivation	# 9 6 wait ♪
Direct Communication Call	* 8 0 ▦ extension with a system telephone wait for ♪ 📞 record message
Internal call	▦ extension
Calling a Call Group (CG)	7 7 0 … 7 7 9
Hunt Group (HG) Call	7 8 0 … 7 8 9
Calling a UCD Subscriber Group	7 9 0 … 7 9 9
Urgent Call (busy extension)	**1)** 📞 ▦ (busy) wait for ♪ 📞 **or** **2)** 📞 ▦ (busy) ⓘ * 5 8 📞
Hotline (if programmed)	📞 📞
Warmline (if programmed)	📞 Wait 📞
Override busy extension	▦ busy extension ⓘ * 6 2 📞
Silent Monitoring (busy extension)	* 9 4 4 ▦ busy extension 📞
Recall Activation (Extension does not answer or is busy)	**1)** ▦ no answer CHANGE? ☑ or ⓘ * 5 8 ♪ Wait. Phone rings 📞 📞 **or** **2)** Wait for ♪ 📞 Wait. Phone rings. 📞 📞
Recall Deactivation	# 5 8
Carrier	9
Using a Temporary MSN for Making a Call	* 4 1 ▦ MSN slot or MSN number ▦ external line ▦ external number

Functions used during calls

Feature	Code
Cost Code	* 6 0 cost code # number
Conference	Consultation number * 3
Consultation (To end a consultation wait for the call to be disconnected)	Consultation
Parking	* 5 6 + X ("X" is from 0 to 9)
Recovering a parked call	# 5 6 + X ("X" is from 0 to 9)
Toggle (Use after consultation, for answering a second or an urgent call)	* 2
Suffix Dialing	+
Recovering a Call on Hold	* 0 (if busy or no answer)
Transfer (When an external line programmed for "Polarity Reversal" or a digital line is being used, you must wait for the call to be answered before you can transfer it. For transfers without consultation, there is no need to wait before answering)	**Internal** extension **External** TRANSFER? number ( )

Functions used when receiving calls

Feature	Code
Accessing a Mailbox	Voice Mail Group ♪
Answering a Call on Hold	⟲ * 5 5 **or** ✆ ⟲ * 2 ✆ **or** CALL WTNG? ☑
Group Pickup	* 5 7 **or** CALL PCKP GRP? ☑
Individual Pickup	* 5 9 extension
Call Forwarding on an analog line:	
Call Forwarding to an external number	* 1 1 external ☑
Internal Call Forwarding	* 1 1 extension, Voice Mail Group, Call Group or Fax/DID ☑
Call Forwarding Deactivation	# 1 1
Call Forwarding Activation(If there is no answer)	* 1 4 extension, Voice Mail Group, Call Group or Fax/DID ☑
Call Forwarding Deactivation (If there is no answer)	# 1 4
Do Not Disturb Activation	* 9 7 ♪
Do Not Disturb Deactivation	# 9 7 ♪
EVM:	
Consultation at the extension being used	7 9 0 VM Group password
Consultation from another extension	7 9 0 VM Group password extension ✆

Consultation from an external extension	your external number + * password extension

Miscellaneous Functions

Feature	Code
Door Opener (After answer by the Entrance Telephone)	* 6 1
General Alarm Deactivation	# 9 4 1 4 password
Electronic Lock password change	* 9 3 current password new password confirm new password
Electronic Lock Activation	* 6 6 password
Electronic Lock Deactivation	# 6 6 password
Busy Signal when extension is busy Activation	* 9 4 1 1
Busy Signal when extension is busy Deactivation	# 9 4 1 1
System Programming Mode Activation	* 9 5 password codes
Deactivating Features (Call Forwarding, Do Not Disturb, Headset, Data Protection, Alarm Clock, Recall, Speakerphone Auto-Answering)	# 0
Language/Country Settings	* 9 4 1 2 country code
Call Group (CG) and Hunt Group (HG) Login	* 8 5 group (if extension belongs to more than one group)
Call Group (CG) and Hunt Group (HG) Logout	# 8 5 group (if the extension belongs to more than one group)

Room Monitor (Babyphone)	* 8 8
Music on Hold Activation	* 9 4 1 0 music
Music on Hold Deactivation	# 9 4 1 0
Remote Configuration HiPath 1100 Manager	* 9 9 2
Remote Configuration Using a standard MF telephone	**1)** Conversation in progress between the Programming Extension and the Remote Programmer: * 9 9 1 ♪ ☎ Remote Programmer must provide password programming code; **or** **2)** Remote Programmer dials to connect to the system and is answered by a Fax/DID facility prompting for * 9 5 password programming codes.
Data Protection Activation	* 4 9 0
Data Protection Deactivation	# 4 9 0
Relay Activation (For **HiPath 1120** only)	* 9 0
Relay Deactivation (For **HiPath 1120** only)	# 9 0
Night Service Activation	* 4 4 password
Night Service Deactivation	# 4 4 password
Call Waiting tone Activation	☎ # 8 7 ♪ ☎
Call Waiting tone Deactivation	☎ * 8 7 ♪ ☎

COS (Class of Service) Changeover	* 5 0 8 ▦ extension ▦ password

Alarm Clock

Feature	Code
Alarm Clock Daily	* 4 6 1 ▦ time (e.g., 1230) ☑
Alarm Clock Daily, except weekends	* 4 6 2 ▦ time (e.g., 1230) ☑
Alarm Clock After a specified time	* 4 6 3 ▦ time (e.g., 1230) ☑
Alarm clock For a specified date and time	* 4 6 4 ▦ date/time (e.g., 24121830) ☑
Alarm Clock Deactivation	# 4 6 ☑

UCD Subscriber Group Functions

Feature	Code
Agent available	* 4 0 2
Agent unavailable	# 4 0 2
Calling a UCD Subscriber Group	7 9 X ("X" is from 0 to 9)
Logging into a UCD Subscriber Group	* 4 0 1 ▦ group (if belonging to more than one group)
Logging off a UCD Subscriber Group	# 4 0 1
UCD Agent in Service	* 4 0 3
UCD Agent out of service	# 4 0 3

Satellite PABX

Feature	Code
Flash on External Analog Line	
Operation as a Satellite PABX	8 9 X line # ("X" is from 0 to 9)

Functions for ISDN Lines

Feature	Code
Immediate Call Forwarding for MSN Activation	* 6 4 1 external MSN
Immediate Call Forwarding for MSN Deactivation	# 6 4 1
Call Forwarding - No Answer, for MSN Activation	* 6 4 2 external MSN
Call Forwarding - No Answer, for MSN Deactivation	# 6 4 2
Call Forwarding for MSN when line is busy Activation	* 6 4 3 external MSN
Call Forwarding for MSN when line is busy Deactivation	# 6 4 3
Anonymous Caller ID (Call Trace)	
Restriction for sending MSN Activation	* 8 6
Restriction for sending MSN Deactivation	# 8 6
Using ISDN Line Features provided by a Carrier	* 5 0 3 external ISDN code

Note: Feature Codes may be changed on the HiPath 1100 Manager. Ask your support technician.

www.siemens.com/hipath

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.
The selection of features to be provided is not binding unless explicitly established in the terms of the contract.
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